C.A.F.E. Practices Verifier Reporting System

Verifier and Inspector User Manual

Starbucks Coffee Company

V2.0

English Version

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SCSglobal SERVICES

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1.0 Introduction

The Verifier Reporting System (VRS) is the online tool developed for managing C.A.F.E. Practices verification reports. It is designed to facilitate consistent reporting and tracking of C.A.F.E. Practices verifications. This manual will provide detailed instructions for verifiers and inspectors using the VRS.

1.1 System requirements

In order to make the most effective use of the VRS, it is necessary to use a supported web browser. For use by verifiers, the system currently supports the most recent versions of Mozilla Firefox, Microsoft Internet Explorer, Safari and Google Chrome. For Mac users, the VRS only supports version OS X v10.5 and above. Mozilla Firefox is a free program that can be downloaded at http://www.mozilla.com/firefox/. Google Chrome is also a free program and can be downloaded at https://www.google.com/intl/en/chrome/browser/.

For inspectors, the VRS inspector program is a standalone program that is downloaded directly onto an inspector's computer. It does not run on an internet browser. A high speed connection is only required for downloading and uploading (synchronizing) reports to allow inspectors to write reports without an internet connection.

1.2 Accessing the system

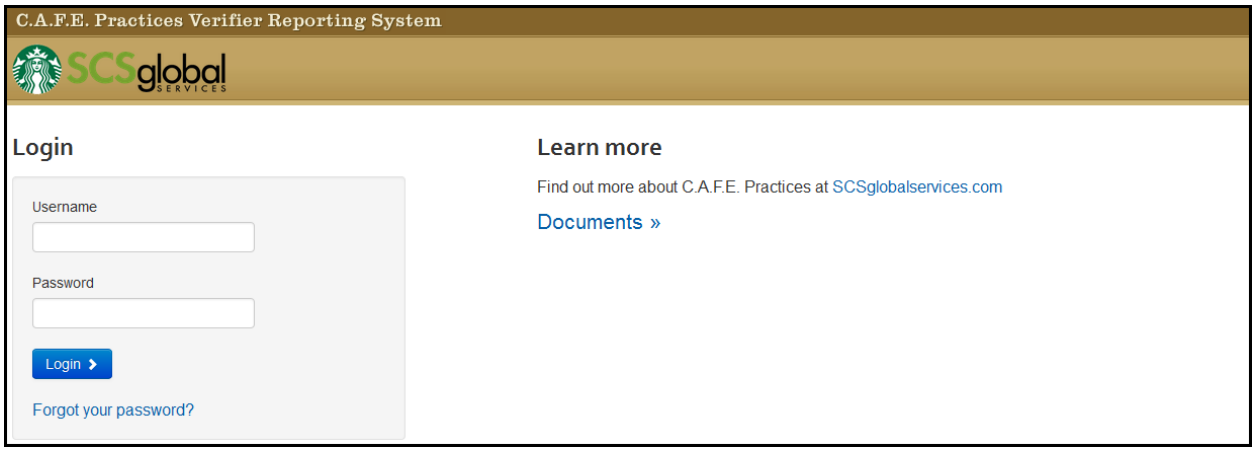
The VRS is located at https://cafepractices.info. There is a demo version of the VRS available for verifier and inspector practice and training. The demo can be accessed at https://demo.cafepractices.info. Verifiers should contact SCS to request the creation of applications in the demo system for training purposes.

2.0 Getting Started

2.1 Welcome screen

The welcome screen is the point of entry for users (see Screen 1). There are two main features of this page: **Login**, where registered users can enter the system, and **Documents**, where C.A.F.E. Practices documents can be accessed. The documents are also available at http://www.scsglobalservices.com/starbucks-cafe-practices.

Screen 1: Welcome Screen



Box 1: Entering the VRS

1. Type the **Username** and **Password** provided by SCS or your verifier
2. Click the **Login** button

2.2 Verifier log in

SCS provides verification organizations with a verifier username and password to access the VRS. This information is generally sent with the provisional approval letter. The username and password will allow the verifier to log in and create other users for the organization. SCS is not able to create inspector logins. These must be created by the verifier. Verifiers should contact SCS if they do not have a VRS log in.

2.2.1 Forgotten password

Users that have forgotten their password should enter their username and click **Login**. A "**Forgot your password?"** option becomes available. This help function will only work if users have an email address associated with their user profile. Verifiers with 'administrator access' can re-set passwords for anyone in their organization. If users are unable to enter the system, they should first contact the verifier(s) within their organization with administrator access. If the verifier is not able to resolve the issue, the verifier should contact SCS directly.

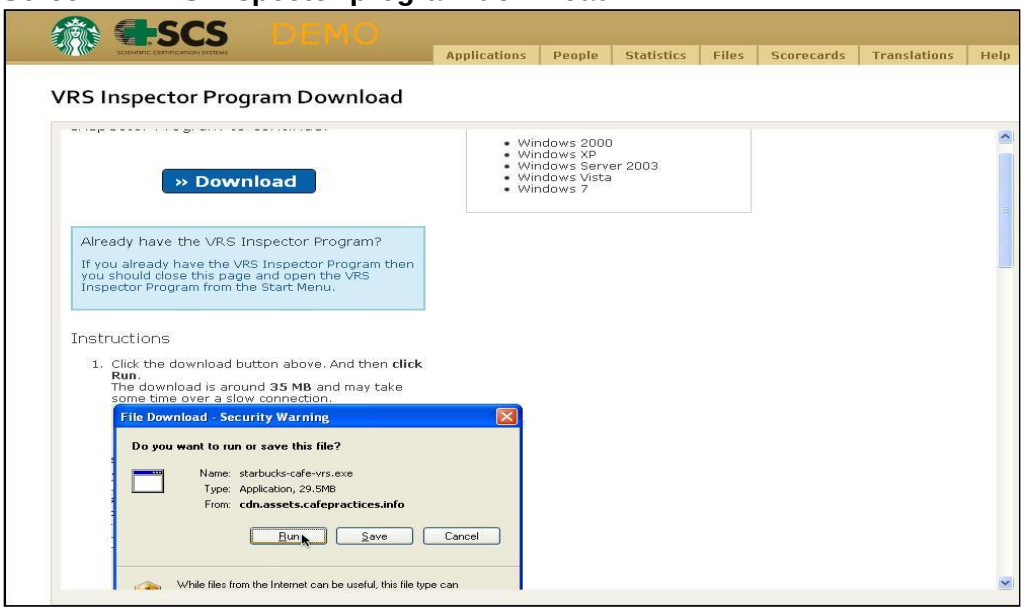
2.3 Inspector user log in & access to download the VRS inspector program

First time users should visit https://www.cafepractices.info and login with their inspector username and password (created by the verifier administrator – Section 2.6).

Box 2: Inspector program download

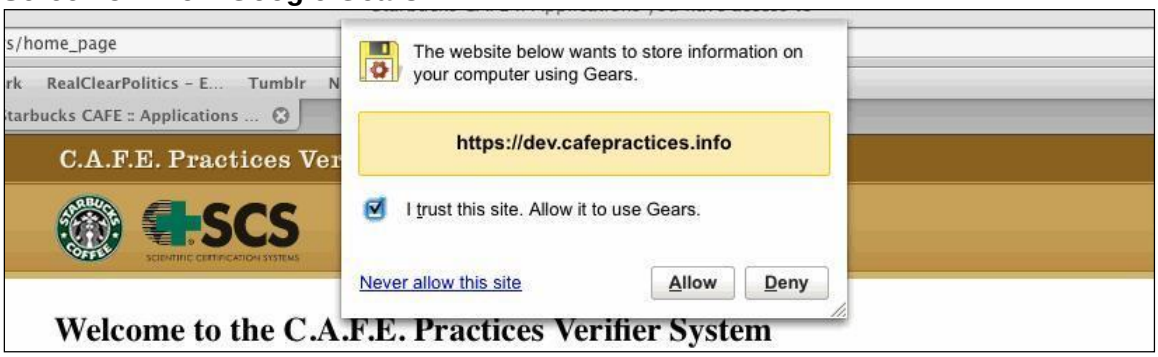
1. Go to https://cafepractices.info/
2. Log in with your inspector login
3. Follow the instructions that appear on the page (see Screen 2)

Screen 2: VRS inspector program download



The browser should ask if users trust the site and want to let it use Google Gears (see Screen 3). Users should click **Allow**.

Screen 3: Allow Google Gears


s/home_page
RealClearPolitics – E...
Tumblr
tarbucks CAFE :: Applications ...
C.A.F.E. Practices Ver
The website below wants to store information on your computer using Gears.
https://dev.cafepractices.info
I trust this site. Allow it to use Gears.
Never allow this site
Allow
Deny
Welcome to the C.A.F.E. Practices Verifier System

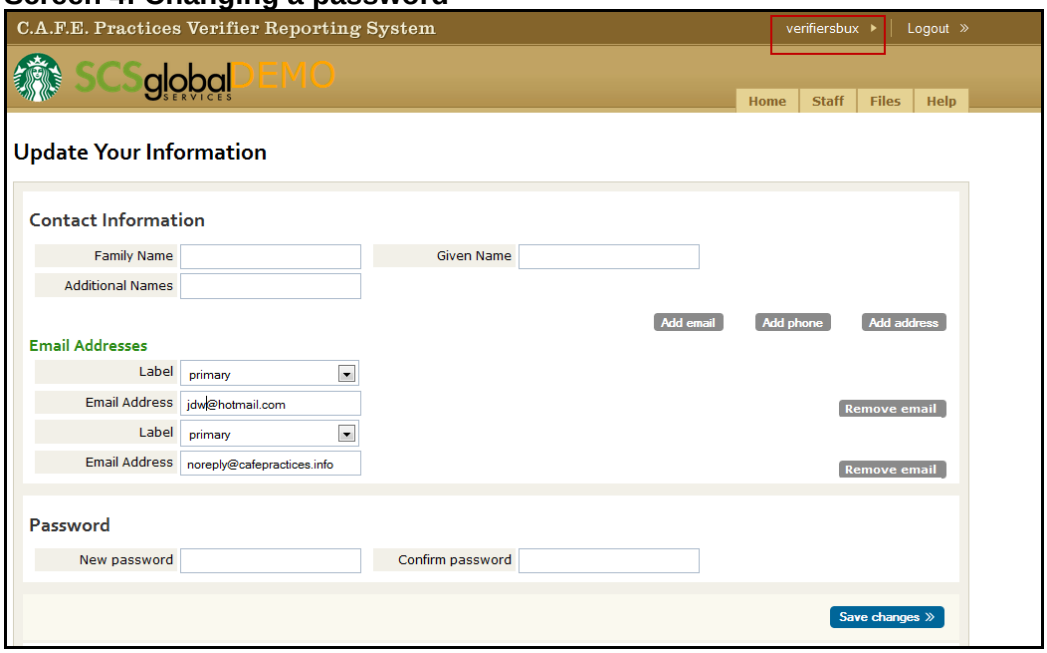
After launching the inspector program from the Start Menu, inspectors will see the inspector home page, with a note saying that they have no applications and must synchronize. See Section 4.1 for details on report synchronization.

2.4 Changing user password

New users that are logging into the VRS for the first time using the name and password provided by the verifier or SCS should change their password for security purposes (see Screen 4). Please note that inspectors are prohibited from sharing login information, including passwords and usernames. This information should be kept individually by each inspector.

To change a password, users should click the **username** (see blue circle in Screen 5). This page will allow users to update their personal information. Under the **Password** subheading, enter the **New password**. In the **Confirm password** field, re-type the new password. Click **Save changes** to confirm the change.

Screen 4: Changing a password



2.5 Verifier home screen

There are 5 main navigation tabs on the home screen (see Screen 5).

- **Active Applications** – Includes all new and incomplete applications
- **Submitted Applications** – Lists applications that have been submitted to Starbucks
- **ZT Corrective Action Requests** – Lists applications that have received ZT Corrective Action Requests
- **Archived Applications** – Allows read-only access to submitted reports completed by the verification organization, including the date of approval and the validity expiration for each application
- **Calendar** – Gives verifier visibility to a calendar with verification dates included

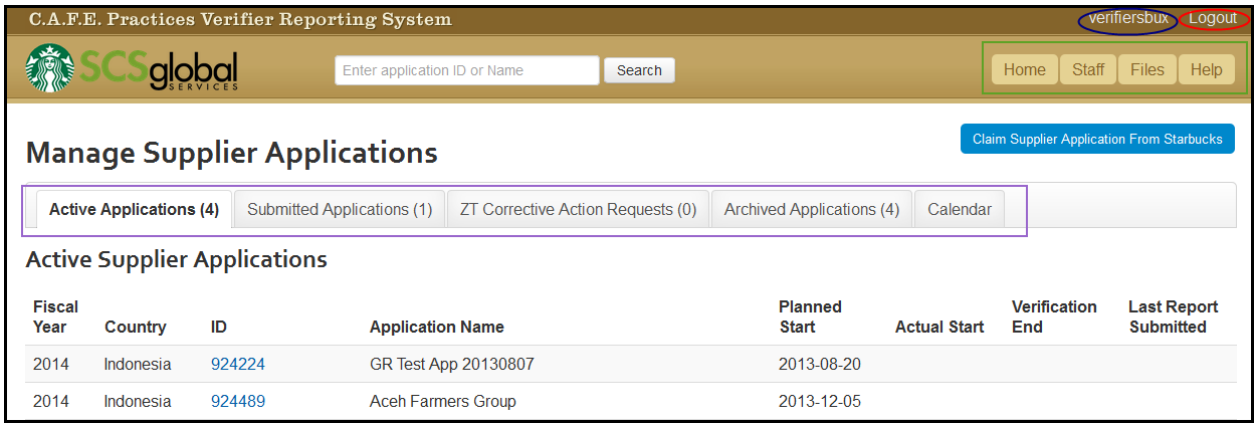
The **Search** field at the top of the home screen provides verifier with option to search for an application by the application code, application name, or entity code. The home screen also includes the option to **Claim Supplier Application from Starbucks** (see Section 3.1).

A secondary set of navigation tabs are located in the top right corner.

- **Home** – Returns the verifier to the home page
- **Staff** – Allows administrators to manage verifiers and inspectors
- **Files** – Provides access to C.A.F.E. Practices publicly available documents
- **Help** – Provides access to relevant software manuals

To logout of the system at any time, click **Logout** (see red circle in Screen 5). Clicking on the **username** (see blue circle in Screen 5) allows verifiers and inspectors to view special permissions and update personal information.

Screen 5: Home screen



2.6 Creating users

Designated verifiers will be granted administrator access by SCS. Administrator access allows the user to create usernames and passwords for both verifiers and inspectors. Verifier administrators are responsible for creating user profiles for their staff (either verifiers with or without administrator access, and inspectors). Neither Starbucks nor SCS can create inspector users for verification organizations. Verifiers should make sure that each inspector has his or her own user profile. In other words, no two inspectors should share the same user profile for any reason.

Screen 6: Adding verifier logins

Please note that when an individual in an organization has verifier and inspector responsibilities, different email accounts must be associated with each user profile. Additionally, if sub-contracted inspectors do work for more than one verification organization, they will require a unique email address associated with each of their accounts.

Box 3: Creating a new verifier user

1. Click the **Staff** tab in the upper right hand corner of the screen (see Screen 6)
2. The **Verifiers** tab will appear
3. Click **Add Verifier Login**
4. Enter information for the new user including name, email, and contact information
5. Determine whether the user will be granted administrator access

Box 4: Creating a new inspector user

1. Click the **Staff** tab in the upper right hand corner of the screen
2. Click on the **Inspectors** tab
3. Click **Add Inspector login**
4. Enter information for the new user including name, email, and contact information

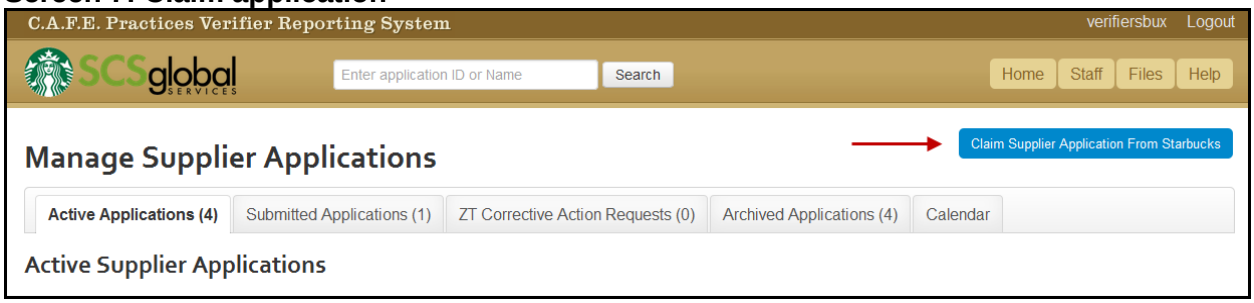
3.0 Before Conducting Verification

3.1 Claiming an application from Starbucks

The verifier must claim the new application in the VRS **at least 5 days prior to start of fieldwork** as per the C.A.F.E. Practices Verifier and Inspector Operations Manual Section 6.2.5. Verifiers should only claim an application after they have determined the planned inspection dates for fieldwork. The inspector program does not include the option to claim applications from the VRS. **This step must be completed by the verifier**.

After logging in, the verifier should click **Claim Supplier Application From Starbucks** to claim the application (see Screen 7).

Screen 7: Claim application



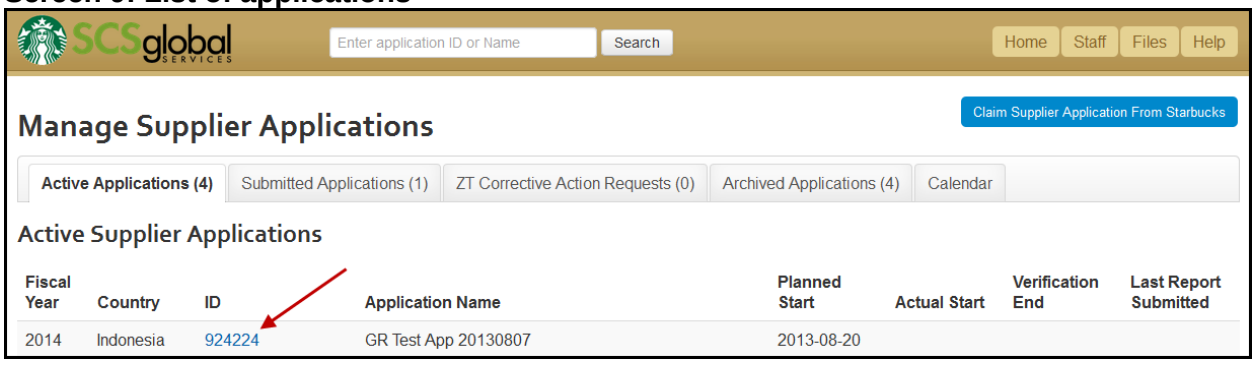
Enter the security code provided by the client and click **Claim** (see Screen 8). Verifiers will see a summary of the total number of farms organized by size type (smallholder, medium, or large). Verifiers will also see a list of all entities included in the application with the entity ID, name and farm size. The list of entities included in the VRS is considered to be the final version by Starbucks.

Screen 8: Entering security code

If this information does not match the information received from the client in the application, verifiers should follow the procedure for supply chain discrepancies.

Once verifiers have confirmed that the application is correct, they can click the **Claim** button again. After clicking on **Claim**, the VRS will download the application to your organization's homepage. The download may take up to 3 hours depending on the size of the application and the speed of the internet connection. Users may do other work in the VRS while this is occurring or close the VRS and check back later. The application will appear in the list of "Active" applications (see Screen 9). Once the application has been claimed by the verifier, inspectors are able to synchronize the application in order to access the entities to start reports.

Screen 9: List of applications



Applications can only be claimed from the VRS using the security code provided by the client. The client is the only person authorized to provide security codes to verification organizations. SCS should also be notified of the planned inspection as per Section 6.2.4 in the Verifier and Inspector Operations Manual.

In order to be issued the security code, the client must notify CAFEprac@starbucks.com that their application is final (no more changes) and they want their application to be available to their verifier in the VRS. Once Starbucks receives the notification from the applicant, they will issue a security access code for the client to provide to their verifier. The application will be available to the verifier via the security code in the VRS the following business day.

Box 5: Claiming an application in the VRS

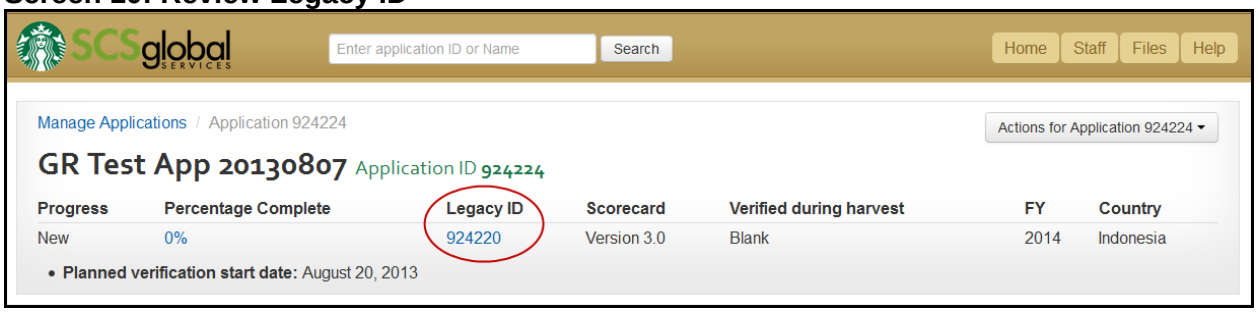
1. Login to the VRS: http://cafepractices.info
2. Click **Claim application from Starbucks**
3. Enter the security code provided by your client
4. Click **Claim**
5. Review application for consistency with application provided by the client
6. Click **Claim** again to move it to your list of applications

3.2 Reviewing the Legacy ID

The legacy ID is the application ID for the current application's previous verification.

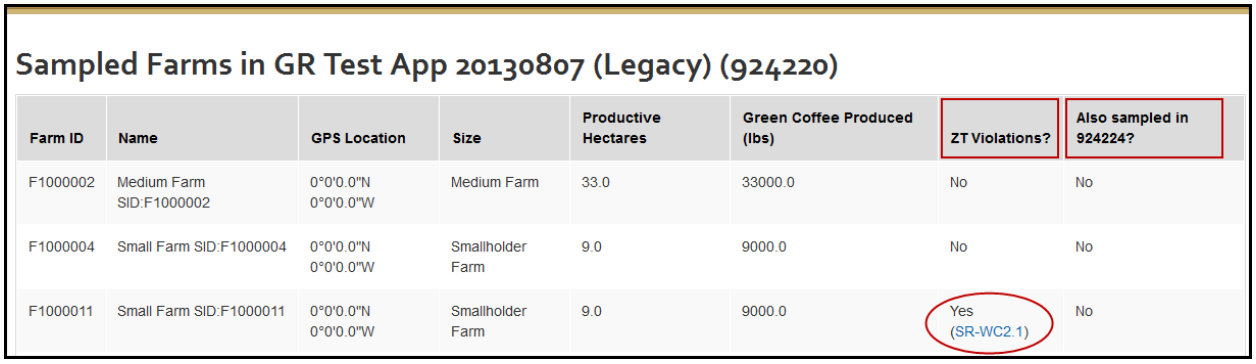
Verifiers can click on the **Legacy ID** included in the header section of the application to see which entities were included in the sample in the previous verification (see Screen 10). In the list of sampled farms, verifiers can review the entity code, entity name, GPS location, size, productive hectares, green coffee produced, and zero tolerance violations for each farm. **If no legacy ID reference is available in the VRS for a re-verification application, please request previous verification information from SCS or the client to determine appropriate sampling.**

Screen 10: Review Legacy ID



The far right column of the Legacy ID Sampled Farms indicates whether or not the entity has a report started in the current verification (see the red rectangle in Screen 11). This is a tracking tool for the verifier to monitor re-verification sampling requirements.

Screen 11: List of entities



Sampled Farms in GR Test App 20130807 (Legacy) (924220)

Farm ID	Name	GPS Location	Size	Productive Hectares	Green Coffee Produced (lbs)	ZT Violations?	Also sampled in 924224?
F1000002	Medium Farm SID:F1000002	0°0'0.0"N 0°0'0.0"W	Medium Farm	33.0	33000.0	No	No
F1000004	Small Farm SID:F1000004	0°0'0.0"N 0°0'0.0"W	Smallholder Farm	9.0	9000.0	No	No
F1000011	Small Farm SID:F1000011	0°0'0.0"N 0°0'0.0"W	Smallholder Farm	9.0	9000.0	Yes (SR-WC2.1)	No

3.3 Supply Chain Discrepancies

If the verifier or inspector discovers a discrepancy between the application provided by their client and the application as it appears in either the VRS or in the actual field inspections, they should report the discrepancy using the procedure established in Section 6.4.5 of the Verifier and Inspector Operations Manual.

To ensure for the most efficient processing of supply chain discrepancies, verifiers should make sure that all discrepancies have been accounted for before following the procedure mentioned above.

In some cases, after the supply chain discrepancy is reported, Starbucks will need to issue a new application with the correct information included. However, this will only be done as a last option to avoid the inconvenience.

Even in cases where a new application ID must be assigned, the inspector(s) will be able to continue reporting in the existing application until the new application ID has been claimed. It is important to note that **if sampling adjustments are needed due to a supply chain discrepancy, the verifier should immediately inform inspectors while they are in the field to ensure that the correct number and type of entities are inspected based on the updated supply chain. The VRS will not allow verifiers to submit final reports if the required sample has not been met.**

If the supply chain discrepancy involves only minor changes to farm size (e.g. 8ha to 10ha), the verifier may make these changes to the application by editing the coversheet information for the farms. However, if the change to farm size changes the size classification or is greater than 50% (e.g. a 60ha farm is actually 113ha), verifiers should follow the procedure outlined in Section 6.4.5 of the Verifier and Inspector Operations Manual.

3.4 Application coversheet information

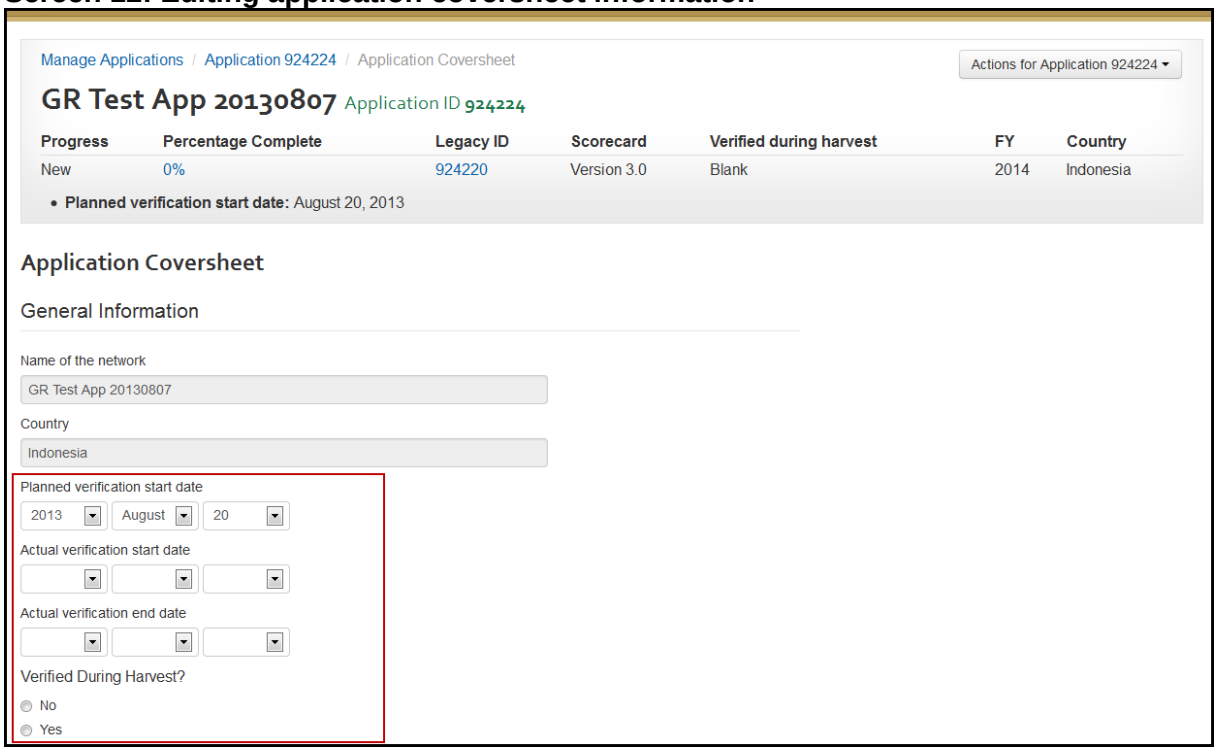
Upon claiming an application from Starbucks, the verifier will be able to edit the planned verification dates, actual verification dates, contact information, and in-harvest classification for the application in the **Application Coversheet**. Verifiers can access the application coversheet in the **Actions** menu.

Box 6: Editing application coversheet information

1. From the list of new applications, click the **application ID** of the application to review
2. Click **Application Coversheet** in the **Actions** menu
3. Complete necessary edits
4. Click **Save**

Verifiers are required to enter the planned verification date and check the accuracy of the name and country fields (see Screen 12). Once the field work has started, the verifier should complete the **Actual verification start date** (the date of the first field day). When field inspections are complete, the verifier should complete the **Actual verification end date** (the date of the last field day). Should the planned inspection date change due to postponement or delay of fieldwork, the verifier must update the planned inspection dates in the VRS accordingly.

Screen 12: Editing application coversheet information

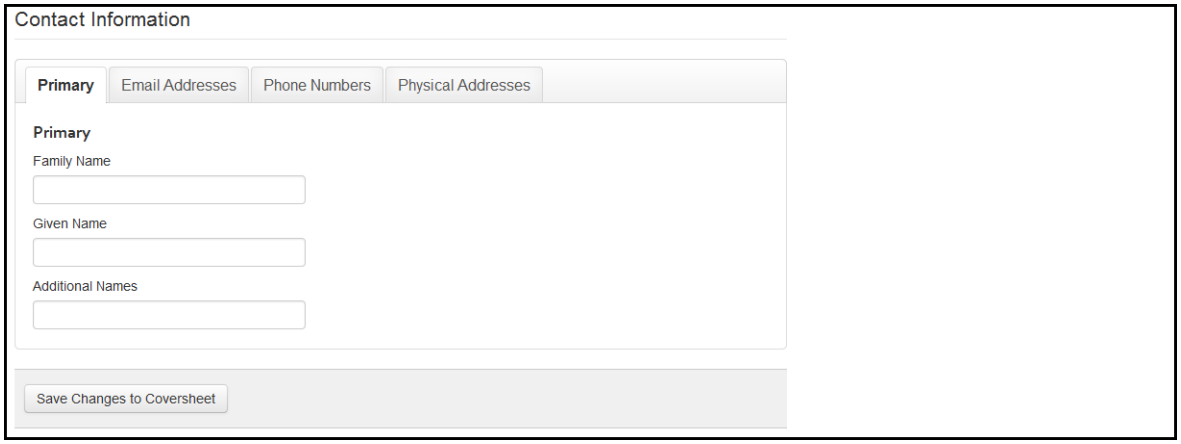


3.4.1 Contact information

Verifiers should complete the application coversheet with supplier contact information, including phone number, email and/or physical address.

The system will not allow the report to be submitted to Starbucks/SCS if the fields for email, phone and/or physical addresses have been displayed but are empty. If there is no information to add in the fields displayed, verifiers should click **remove email/ remove phone/ remove address** (see Screen 13) to allow the report to submit.

Screen 13: Contact information



3.4.2 Verified during harvest? Yes/No

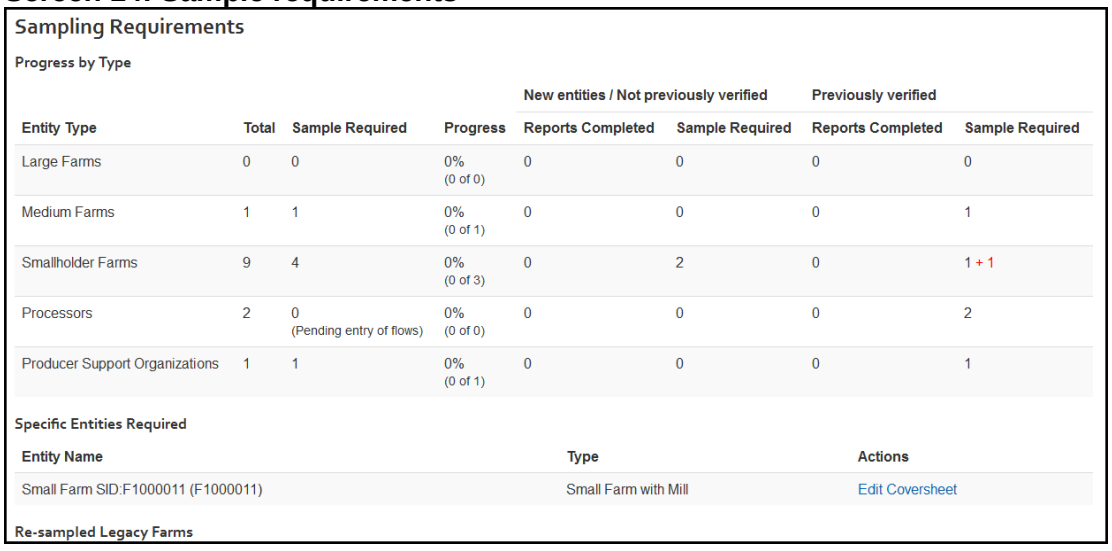
The verifiers' determination of whether the application is verified during harvest is critical to VRS reporting activities. For details on how to determine an entity's "in harvest" status, please refer to the Verifier and Inspector Operation Manual Section 6.6.3.

If the criteria are met according to the Verifier and Inspector Operation Manual Section 6.6.3 to classify the application as "in harvest", the verifier should indicate "**Yes"** in the field **Verified during harvest** (see Screen 12).

3.5 Sampling tool

To view the sample requirements, click **Sampling Requirements** in the **Actions** menu. This tool provides guidance on farm sampling requirements and indicates progress against the requirements for both entities that were not previously verified and those that were previously verified. The **Sample Required** column for previously verified entities includes the number of farms that were verified previously and must be re-verified to meet the 15% sample as well as any zero tolerance entities. The **Sample Required** column for processors will not be filled in until supply chain flows have been entered (see Section 4.3.10).

Screen 14: Sample requirements


Sampling Requirements
Progress by Type
New entities / Not previously verified
Previously verified
Entity Type
Total
Sample Required
Progress
Reports Completed
Sample Required
Reports Completed
Sample Required
Large Farms 0 0 0% (0 of 0) 0 0 0 0
Medium Farms 1 1 0% (0 of 1) 0 0 0 1
Smallholder Farms 9 4 0% (0 of 3) 0 2 0 1 + 1
Processors 2 0 (Pending entry of flows) 0% (0 of 0) 0 0 0 2
Producer Support Organizations 1 1 0% (0 of 1) 0 0 0 1
Specific Entities Required
Entity Name
Type
Actions
Small Farm SID:F1000011 (F1000011)
Small Farm with Mill
Edit Coversheet
Re-sampled Legacy Farms

While reviewing the application, verifiers should determine which entities will be included in the sample (where appropriate). Verifiers can identify which entities were sampled in the previous verification by clicking on the blue **Legacy ID** link at the top of the **Sampling Requirements** page.

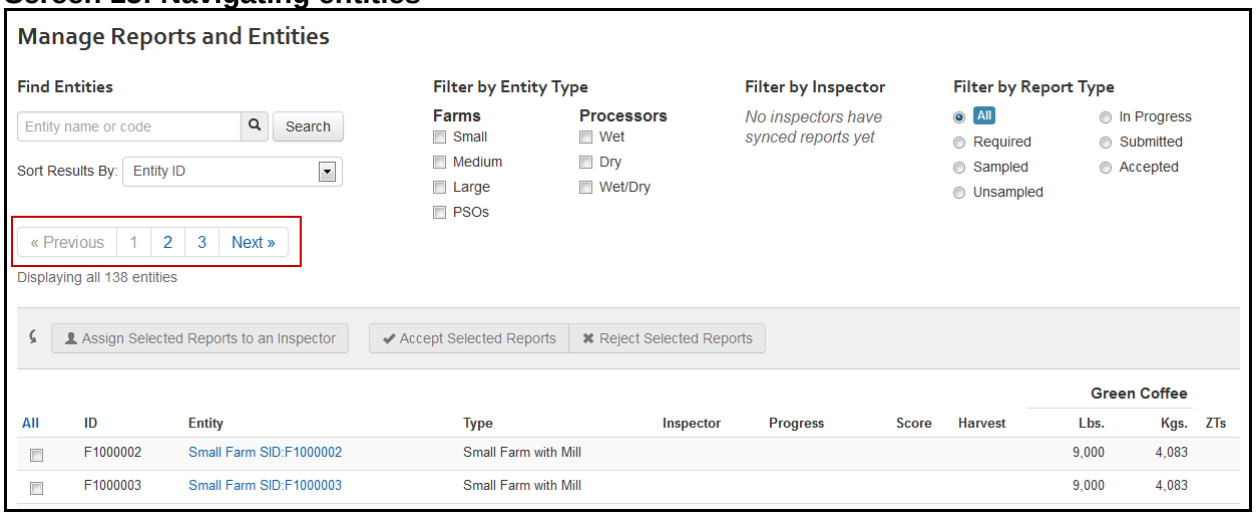
Box 7: Reviewing Sample Requirements

1. From the list of applications, click the **application ID** of the application you want to review
2. Click **Sampling Requirements** to view the sample and specific entities requiring reports
3. Review the **Legacy ID** and (if applicable).

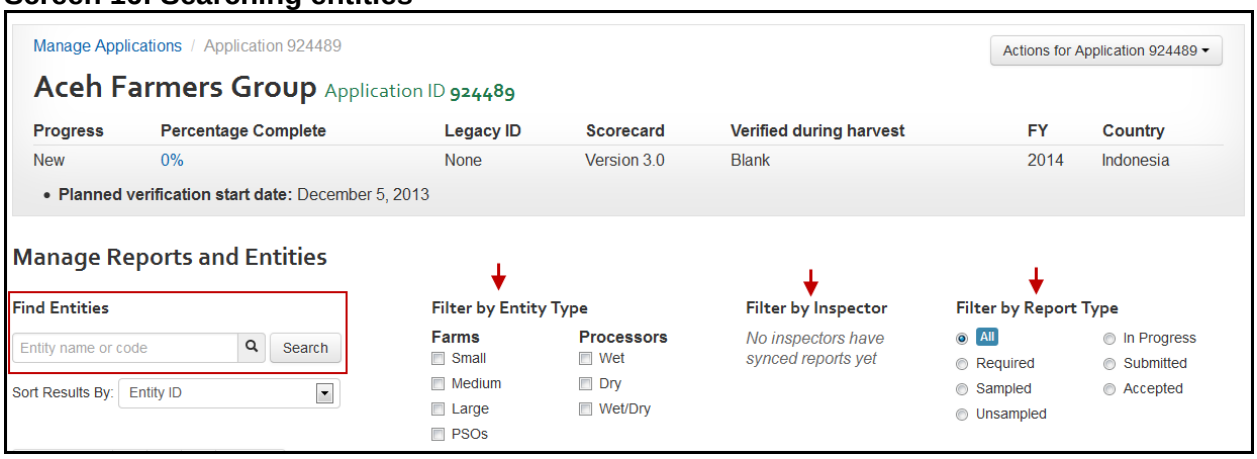
3.6 Navigating entities

By clicking on the **Manage Entities** link on the right hand menu, verifiers will be taken to a list of all the entities in the application. For very large applications, the entities will be listed on multiple pages (see Screen 15).

Screen 15: Navigating entities



Screen 16: Searching entities



The VRS also allows verifiers to search by entity ID, name or inspector using the search box located above the list of entities (see Screen 16).

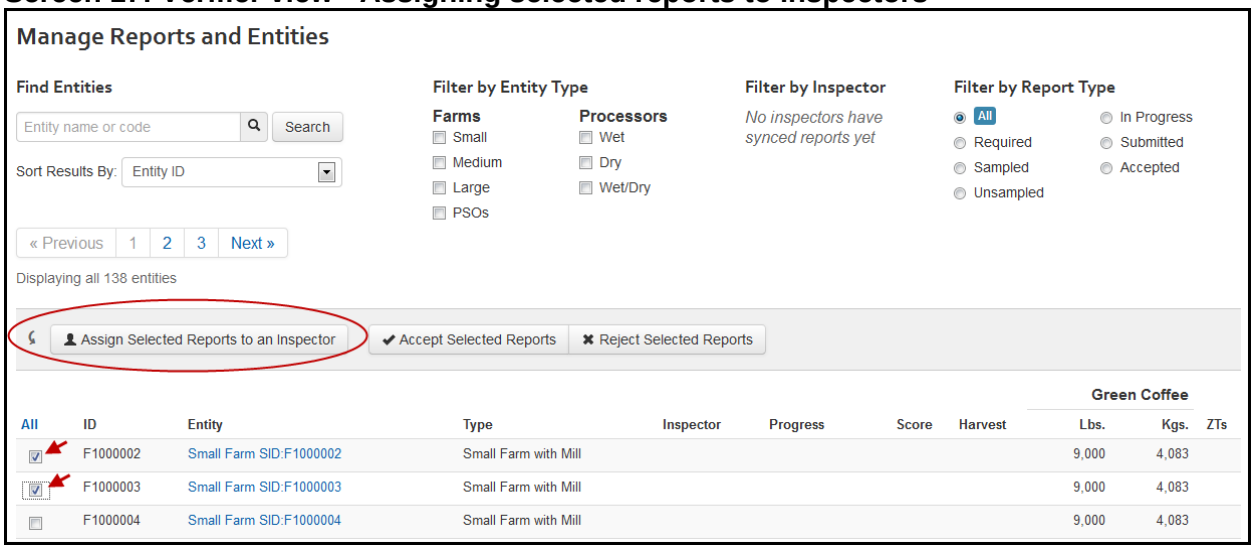
3.7 Verifier actions to assign specific reports to inspectors for reporting

The verifier may select specific entity reports to assign to inspectors or the inspector may download all entities associated with an application (see Screen 16). If the application is very large, it is recommended that the verifier assign specific reports to each inspector. This will allow individual inspectors to only download the reports for which they are responsible, rather than requiring each inspector to download the entire application.

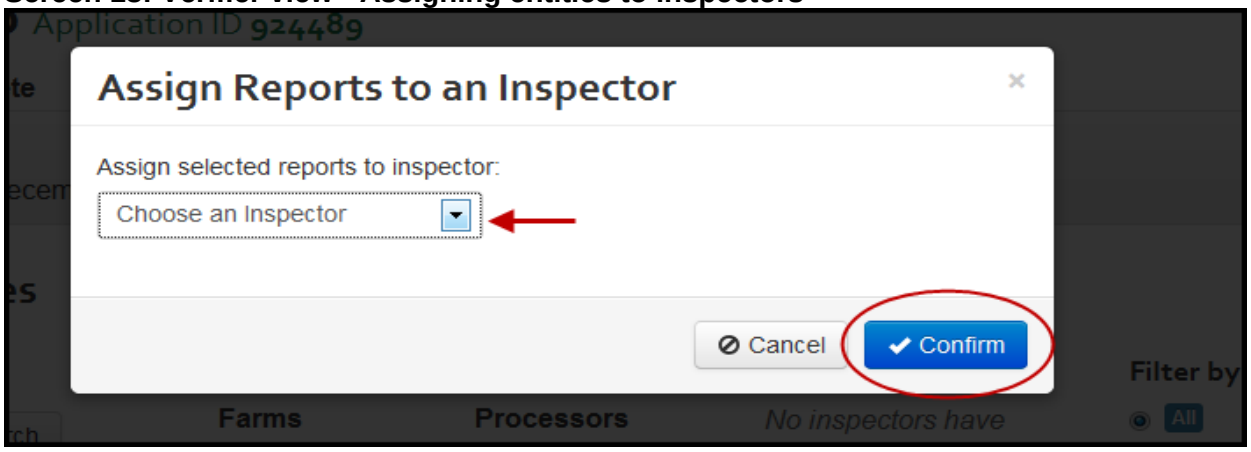
Box 8: Assigning reports to inspectors

1. From the list of applications, click the **application ID** of the application you want to review
2. Select the entities you want to assign to a single inspector
3. Click on **Assign selected reports to an inspector**
4. In the pop up box, select the inspector to whom the report/s should be assigned from the drop down menu and click **Confirm** (see Screen 18)
5. Repeat for all entities included in the sample

Screen 17: Verifier view - Assigning selected reports to inspectors

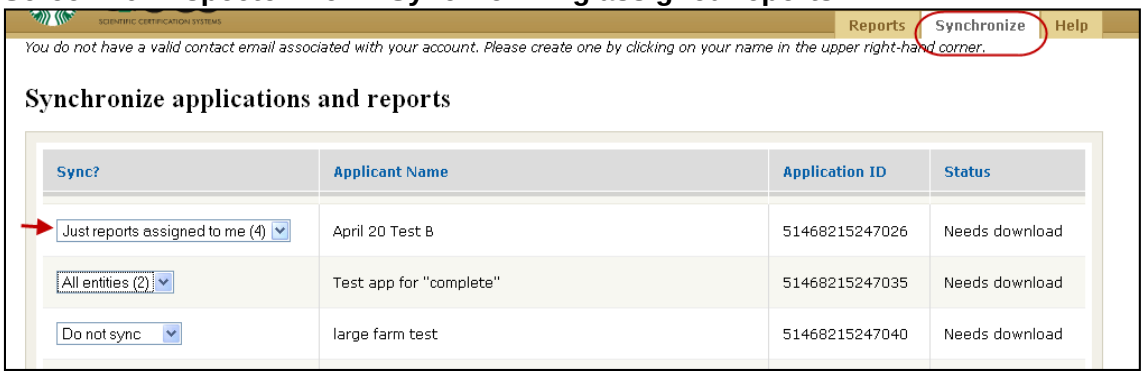


Screen 18: Verifier view - Assigning entities to inspectors



After the verifier has assigned the reports, the inspector can choose to only download the reports assigned to him/her instead of all entities (see Screen 19).

Screen 19: Inspector view - Synchronizing assigned reports



4.0 Writing Entity Reports (Inspector) – VRS Inspector Program

4.1 Synchronizing applications and reports

Inspectors may use the VRS inspector program to write reports without being connected to the internet. Inspectors must always synchronize while connected to the internet in order to access new applications and to upload reports that they have written in the offline program to the relevant application in the VRS. See Section 2.3 for details regarding downloading the inspector interface.

In order to access applications and begin writing reports, inspectors should click the **Synchronize** tab. The first time the inspector clicks on the **Synchronize** tab there will be a short delay while the computer downloads the scorecards. After the delay, the inspectors will see the applications that their verification organization has claimed in the VRS.

The **Synchronize selected applications** button downloads data to the computer, allowing inspectors to work on reports without being connected to the internet.

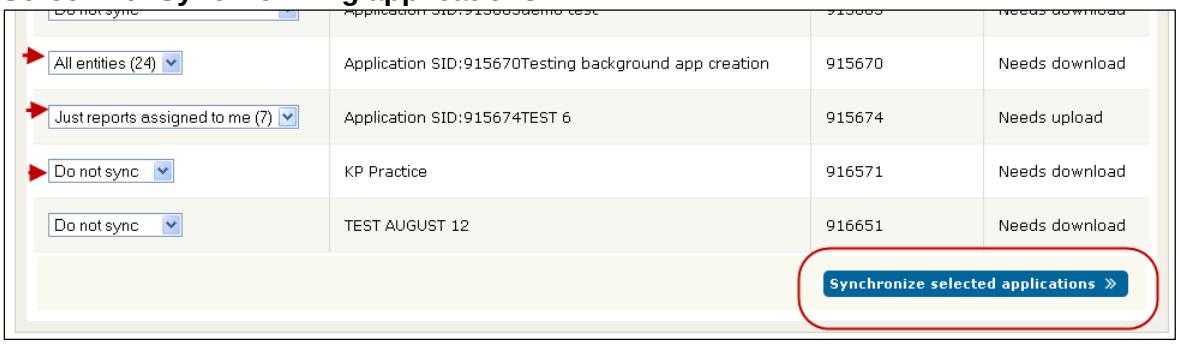
It is very important to first select the specific action desired for each application listed. There are three options:

1. **Do not sync** (default)
2. **All entities**
3. **Just reports assigned to me (#)** (this option only appears when the verifier has assigned specific entities to the inspector)

In the inspector interface, inspectors will have the ability to synchronize all of the applications for their organization. **The Do not sync option appears as a default for applications for which the inspector has not been assigned reports. In order to prevent delays during synchronization, inspectors should select the Do not sync option for any applications that they are not currently working on.**

Once the inspector has selected the applications s/he would like to synchronize, s/he should then click **Synchronize selected applications** (see Screen 20). The first synchronization can take a few minutes, depending on the number and size of applications. Subsequent synchronizations will only transmit data that has changed, and will therefore be much faster. If the internet connection is lost during the synchronization process, the inspector should reconnect to the internet and synchronize again. The synchronization will begin where it left off.

Screen 20: Synchronizing applications



When synchronization is finished, the VRS will automatically return to the **Reports** page and the inspector will then be able to click on an application to initiate reporting. If inspectors lose connection to the internet, they will still be able to work as an inspector. The ability to synchronize is the only functionality that will not work while offline. If attempted, an error message will appear warning that the inspector needs to be online in order to synchronize.

Whenever inspectors finish a session of working on reports, they should (whenever possible) upload the data to the VRS. On the **Synchronize** tab, any applications that the inspector has worked on will have the status "needs upload". Click **Synchronize selected applications** and the changes will be uploaded to the server. Verifiers, when logged in, will now be able to see those changes. If a verifier logged in before the changes were synchronized, the old data would still be visible, even if the inspector was online while working on it.

Box 9: Synchronizing

1. Click the **Synchronize** tab
2. Select the desired action for each application
3. Click **Synchronize** selected applications

4.1.1 Progress Status of entity reports

Entity reports will have one of the following statuses:

- **New** – Inspector has created a new report
- **Incomplete** – Some scores in a report have been evaluated
- **Finalized, but not submitted to central server** – Inspector has submitted report to verifier, but has not synchronized
- **Finalized and submitted** – Inspector has submitted report to verifier, and has synchronized
- **Verifier marked for revision but inspector has not received update** – The verifier has returned the report to the inspector, but the inspector has not yet synchronized (status to inspector "needs download" to indicate that the inspector needs to synchronize in order for them to receive the returned report)
- **Verifier marked for revision, inspector is revising** – The verifier has returned the report to the inspector, and the inspector has synchronized
- **Accepted by verifier** – The verifier has accepted the report

Applications will have one of the following statuses:

- **Up to date** – Report is up to date and no changes have occurred since the last synchronization

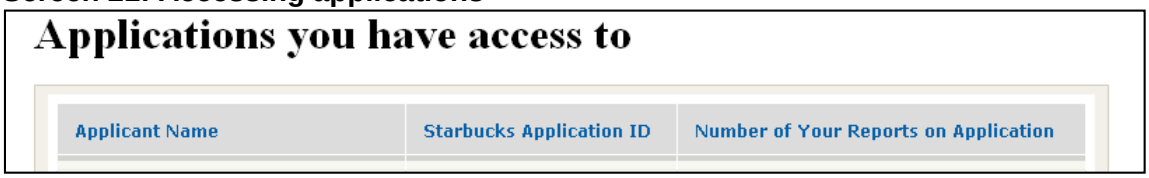
- **Needs upload** – Inspector has made changes to the report since the last synchronization and in order for the verifier to see the progress made, the inspector would need to synchronize
- **Needs download** – Verifier has made changes to the report since the last synchronization and in order for the inspector to see the progress made, the inspector would need to synchronize
- **Needs Merge** – An application is in Needs Merge if there have been conflicting edits made to one or more entities in the application. If an application is in Needs Merge, then the inspector should click on **Synchronize** and VRS will manage the necessary modifications in order to complete the synchronization

Verifiers are not allowed to make changes to the coversheet, including flows, of a report that an inspector is working on in order to prevent a conflict for the inspector during synchronization.

4.2 Starting a new report

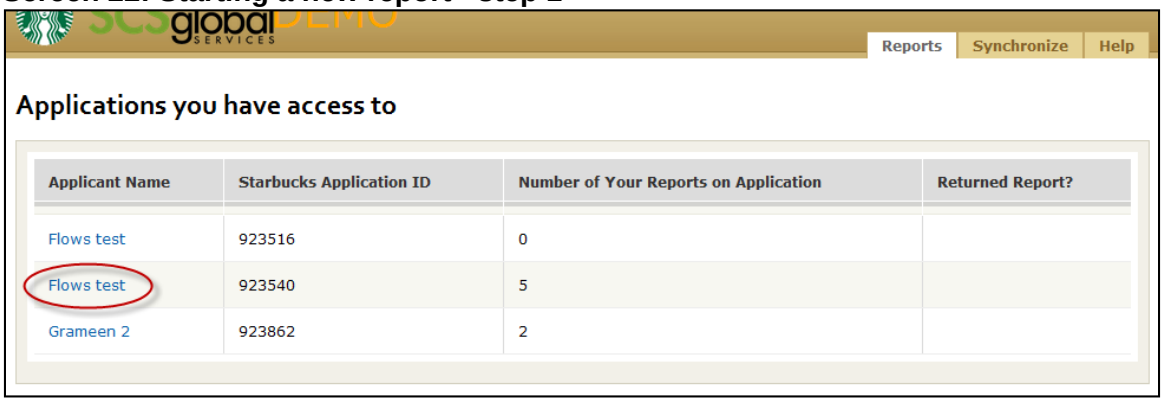
After the inspector synchronizes, the **Reports** page of the inspector interface will list all applications that the verification organization currently has access to. The page will also indicate the number of entities for each application that the inspector has begun writing reports for and include the number of reports that have been returned to the inspector by the verifier (if applicable) (Screen 22). If an application is not listed, then either it has not yet been claimed by the verifier using the security code provided by the client or the inspector needs to synchronize in order to download any recently claimed applications.

Screen 21: Accessing applications



To start a new report or continue a report in progress, inspectors should click the **application name** (see Screen 22). The inspector will then be directed to a new page. If the inspector has previously started work on one or more reports in the application, this page will list those in-progress reports.

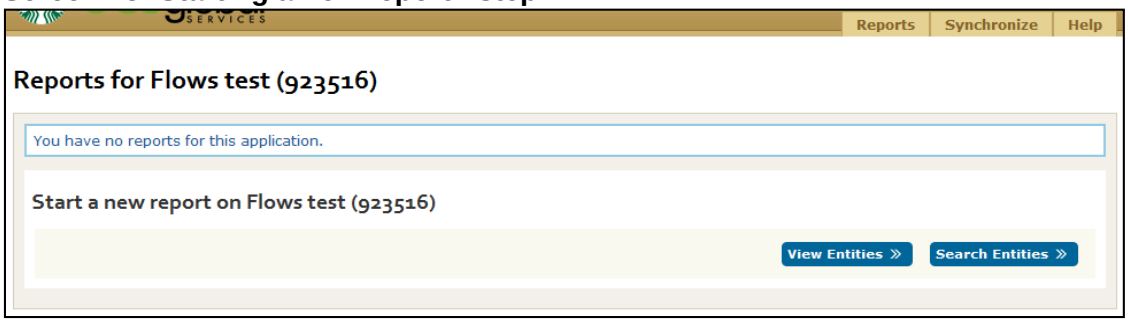
Screen 22: Starting a new report - step 1



On the same screen, inspectors will have two options for selecting-entities in order to start a new report:

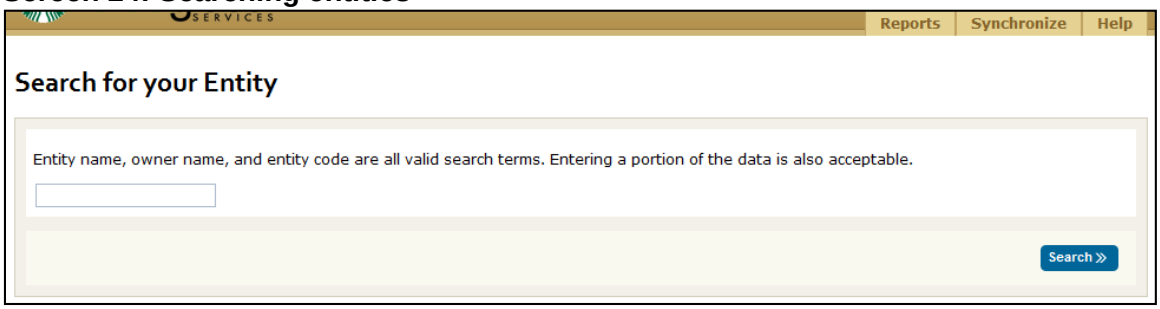
- **View Entities** – This feature can be used to view a list of all entities in the application.
- **Search Entities** – This feature can be used when inspectors already know the entity code for the entity for which they wish to start a report.

Screen 23: Starting a new report - step 2



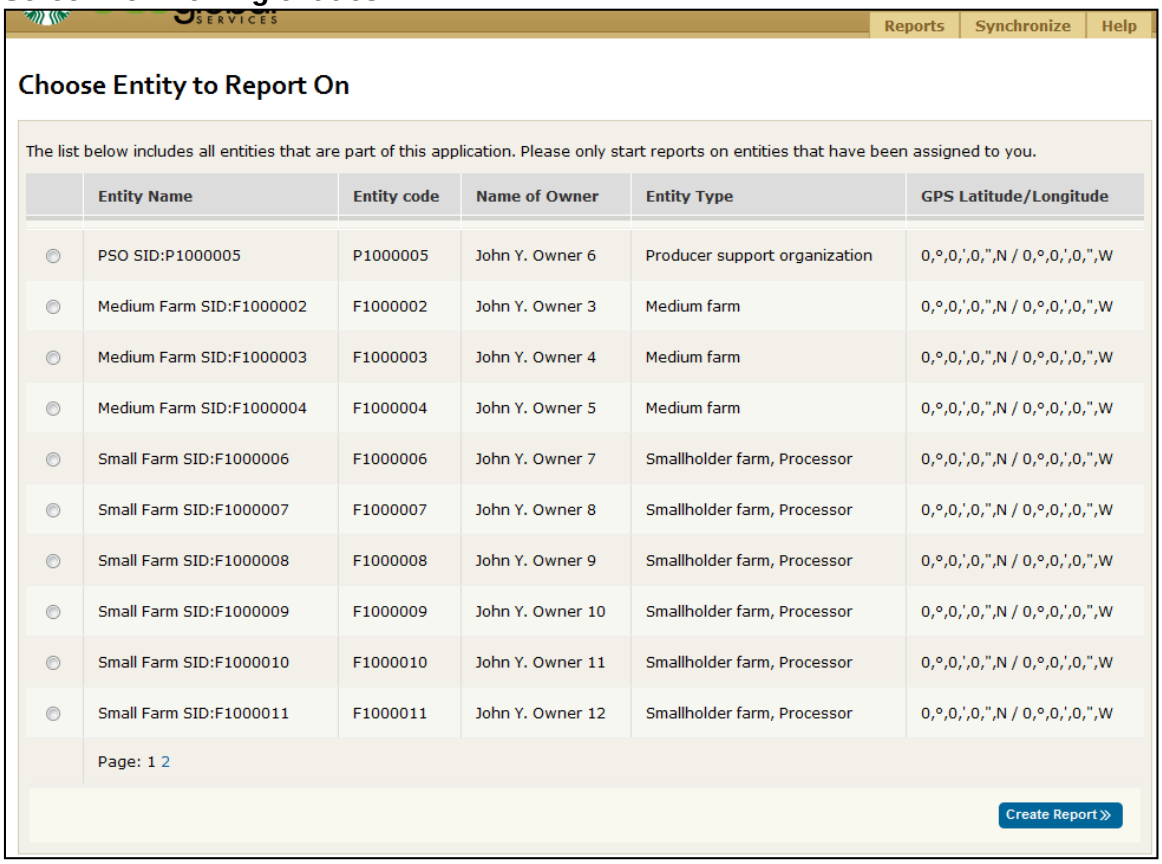
Clicking **Search Entities** will allow the user to search by entity code or name (see Screen 24). To do so, inspectors should be sure to enter the entity code (including the appropriate letter F (Farm), M (Mill), or P (Producer Support Organization) or entity name and click **Search**.

Screen 24: Searching entities


Reports
Synchronize
Help
Search for your Entity
Entity name, owner name, and entity code are all valid search terms. Entering a portion of the data is also acceptable.
Search »

Clicking **View Entities** will show a screen containing all of the available entities in the application (see Screen 25). Select the entity to begin a report and click **Create Report**.

Screen 25: Viewing entities


Reports
Synchronize
Help
Choose Entity to Report On
The list below includes all entities that are part of this application. Please only start reports on entities that have been assigned to you.
Entity Name
Entity code
Name of Owner
Entity Type
GPS Latitude/Longitude
PSO SID:P1000005 P1000005 John Y. Owner 6 Producer support organization 0,°,0,',0,",N / 0,°,0,',0,",W
Medium Farm SID:F1000002 F1000002 John Y. Owner 3 Medium farm 0,°,0,',0,",N / 0,°,0,',0,",W
Medium Farm SID:F1000003 F1000003 John Y. Owner 4 Medium farm 0,°,0,',0,",N / 0,°,0,',0,",W
Medium Farm SID:F1000004 F1000004 John Y. Owner 5 Medium farm 0,°,0,',0,",N / 0,°,0,',0,",W
Small Farm SID:F1000006 F1000006 John Y. Owner 7 Smallholder farm, Processor 0,°,0,',0,",N / 0,°,0,',0,",W
Small Farm SID:F1000007 F1000007 John Y. Owner 8 Smallholder farm, Processor 0,°,0,',0,",N / 0,°,0,',0,",W
Small Farm SID:F1000008 F1000008 John Y. Owner 9 Smallholder farm, Processor 0,°,0,',0,",N / 0,°,0,',0,",W
Small Farm SID:F1000009 F1000009 John Y. Owner 10 Smallholder farm, Processor 0,°,0,',0,",N / 0,°,0,',0,",W
Small Farm SID:F1000010 F1000010 John Y. Owner 11 Smallholder farm, Processor 0,°,0,',0,",N / 0,°,0,',0,",W
Small Farm SID:F1000011 F1000011 John Y. Owner 12 Smallholder farm, Processor 0,°,0,',0,",N / 0,°,0,',0,",W
Page: 1 2
Create Report

Please note that this list will include all entities in the application. Inspectors should only start reports that have been assigned to them by the verifier. Once an inspector has created a report on an entity, it will no longer appear on the list of entities to start reports on if the inspector has synchronized since starting the report and is therefore no longer available to any other inspector.

Box 10: Starting a new report

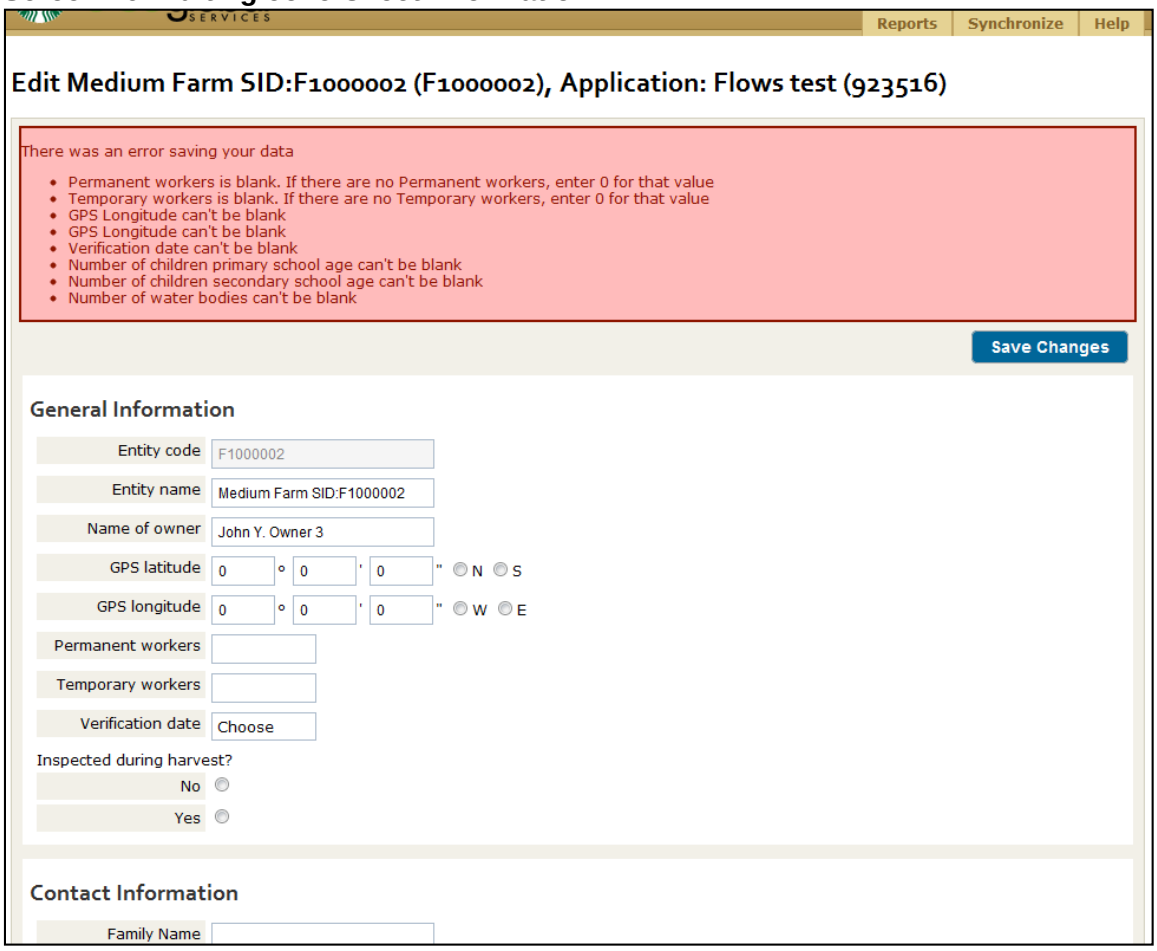
1. Click the **application name**.
2. Click **View Entities** to see a list of all the entities in the application
3. Select the entity that has been assigned by the verifier
4. Click **Create Report**

If the inspector choses to only synchronize **Just reports assigned to me** for a certain application, then clicking on the application will take the inspector to a list of only those reports.

4.3 Editing cover sheet info

For each entity report, inspectors are required to first complete coversheet information before entering scorecard evaluations. Many fields in the coversheet can only be completed after information has been collected from the field (see Screen 26). **Note that some fields are filled in automatically during the transfer of the application from the supplier to the VRS.** Inspectors should also verify information already entered and make changes as necessary. This is a very important step by the inspector. For further details regarding coversheet data collection, please refer to the Verifier and Inspector Operations Manual Section 6.6.

Screen 26: Editing coversheet information

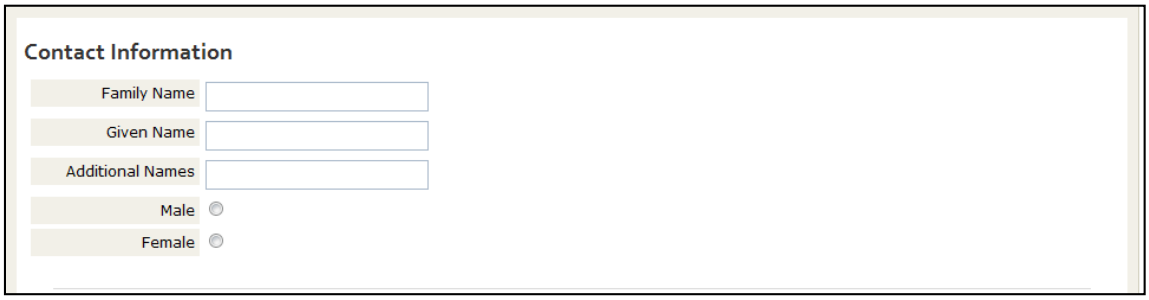

Reports
Synchronize
Help
Edit Medium Farm SID:F1000002 (F1000002), Application: Flows test (923516)
There was an error saving your data
Permanent workers is blank. If there are no Permanent workers, enter 0 for that value
Temporary workers is blank. If there are no Temporary workers, enter 0 for that value
GPS Longitude can't be blank
GPS Longitude can't be blank
Verification date can't be blank
Number of children primary school age can't be blank
Number of children secondary school age can't be blank
Number of water bodies can't be blank
Save Changes
General Information
Entity code
F1000002
Entity name
Medium Farm SID:F1000002
Name of owner
John Y. Owner 3
GPS latitude
GPS longitude
Permanent workers
Temporary workers
Verification date
Choose
Inspected during harvest?
No
Yes
Contact Information
Family Name

Inspectors are required to fill in the following information, where applicable:

- Number of workers by type
- GPS
- Actual verification date
- Inspected during harvest? Yes/No
- Contact information
- Hectares (total, coffee producing, conservation)
- Actual production volumes (cherry, parchment, green) for the past year
- Average distance between coffee trees and coffee rows
- Number of water bodies
- Coffee varieties grown on farm
- Certifications received by the farm
- Number of workers living on site by type
- Number of children living on site by school age
- Actual processor volumes (cherry, parchment, green) for the past year
- Coffee Out-Flows

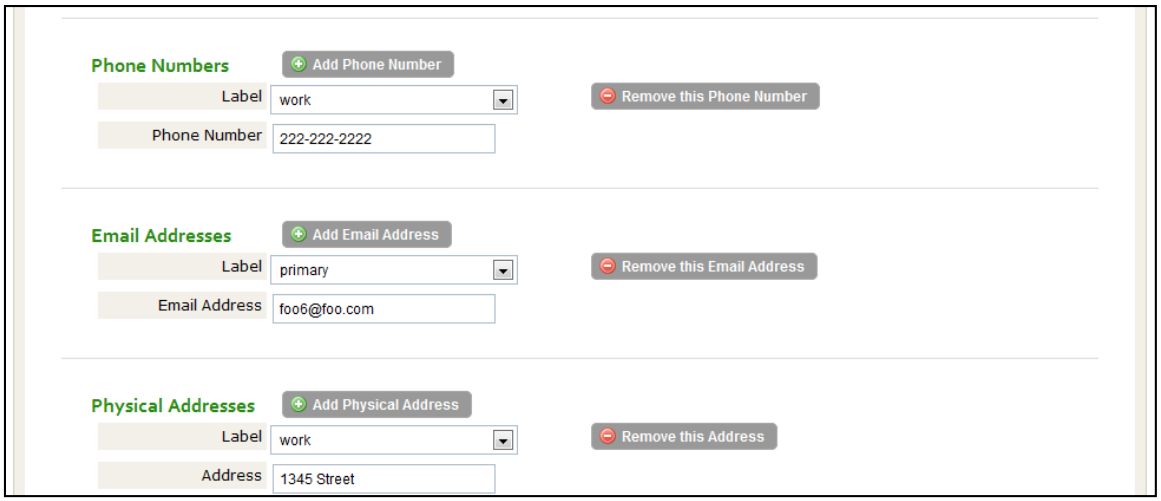
Verifiers and inspectors should ensure that they enter complete contact information in the coversheet for each entity (see Screen 27). To complete the contact information, users must choose from **Add email**, **Add phone** or **Add address**. To be able to submit the report, inspectors must complete at least one of these fields.

Screen 27: Contact information



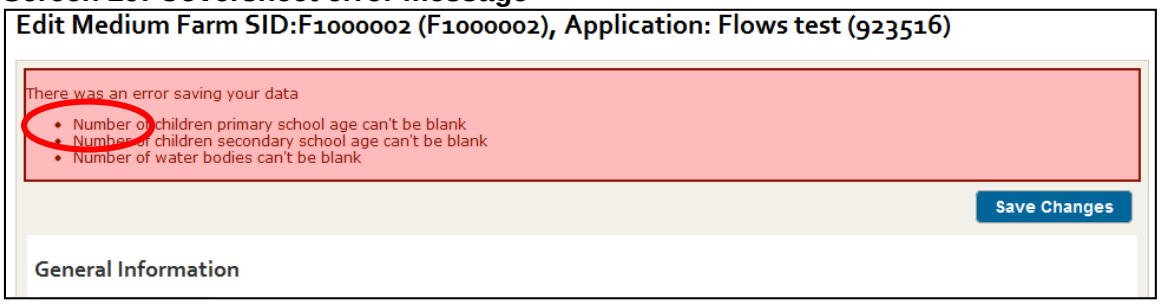
When users click **Add email**, various options will appear (see Screen 28). Similar options will appear when users choose the phone or address options.

Screen 28: Email address



When the coversheet information is complete, users should click **Save Changes** at the bottom of the form. If the information is not complete, an error message will appear. Clicking on **Details** will display a message and reveal the problem (see Screen 29). Users should correct the information and click **Save Changes** again.

Screen 29: Coversheet error message


Edit Medium Farm SID:F1000002 (F1000002), Application: Flows test (923516)
There was an error saving your data
Number of children primary school age can't be blank
Number of children secondary school age can't be blank
Number of water bodies can't be blank
Save Changes
General Information

Box 11: Reviewing entity coversheets

1. Click **the application ID** of the application for review
2. Click the **entity name**
3. Click **Edit coversheet** from the **Actions** menu.
4. Complete all fields, including contact information
5. Click **Save changes**

4.3.1 GPS (Global Positioning System)

Inspectors should enter the GPS data collected in the field in degrees, minutes and seconds, as specified in Section 6.6.1 of the Verifier and Inspector Operations Manual. Verifiers may also enter or edit GPS coordinates in entity coversheets. GPS coordinates should be entered using decimals, minutes and seconds (e.g. 9°40'4.9"N). The VRS does not accept commas (“,”).

For small farms that consist of multiple plots, inspectors must record the GPS coordinates for each plot inspected. It is important to note that if an inspector does not record GPS readings for each entity included in the scope of the verification, the reports will not be accepted by the VRS.

4.3.2 Worker data

Inspectors should enter the worker data collected in the field by worker type, as specified in Section 6.6.2 of the Verifier and Inspector Operations Manual. The VRS will automatically evaluate certain Social Responsibility indicators as Not Applicable when there are zero workers entered on the entity coversheet. **Inspectors should enter the number of workers prior to entering evidence.**

4.3.3 Verification date

Inspectors should enter the actual date that the field inspection occurred for the specific entity. In cases where the verification occurred over multiple days, the inspector should enter the final day of field inspections.

4.3.4 Contact information

Inspectors should enter the contact information for the primary contact of the entity, not of the application.

4.3.5 Farm size

Inspectors should enter the total area, conserved area and productive area as observed in the field. The VRS will not allow the user to save the coversheet if the sum of the conserved area and productive area is larger than the total area entered. Farm size classifications in C.A.F.E. Practices are based on the productive area of a farm, rather than the total area.

4.3.6 Changes to farm size (productive hectares) discovered during field visit

In cases where major discrepancies between the application and the situation in the field are found, verifiers should refer to Section 3.3.

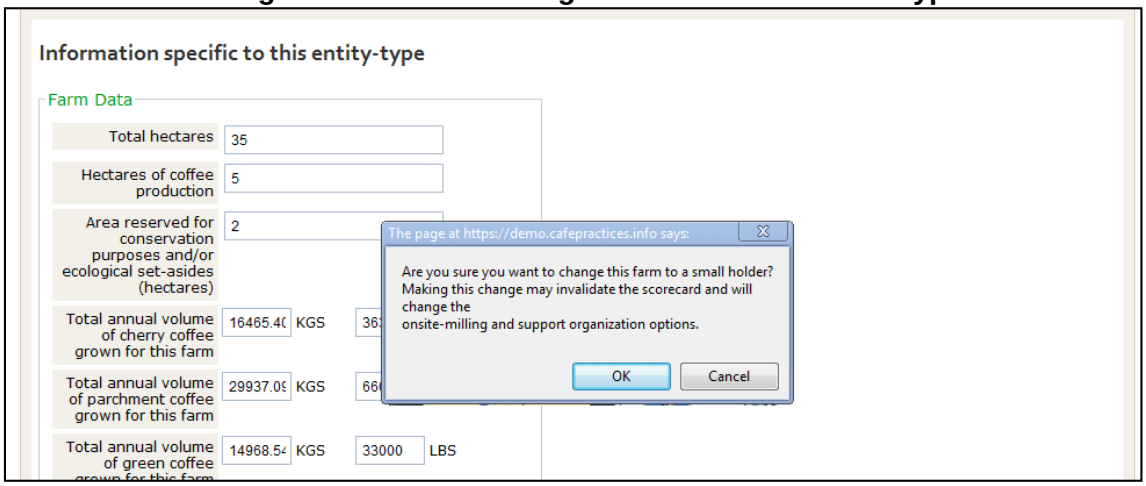
If the change in hectares affects the farm type:

Small farm → Medium/Large farm

Medium/Large farm → Small farm

The inspector should first notify the verifier when this discrepancy is found. The verifier must notify the client with a cc to Starbucks and SCS (see Section 3.3 for details). This step is to ensure that there are no other impacts to the application as a result of this change. To avoid delays in report writing, the inspector can make the change in the entity coversheet in order for the scorecard to update to include the correct indicators. After changing the farm size in the coversheet and clicking **Save**, a warning screen will appear if the change affects the scorecard type (see Screen 30). Verifiers can edit the information in the entity coversheet if the report has not yet been started by an inspector.

Screen 30: Warning screen – If the change affects the scorecard type


Information specific to this entity-type
Farm Data
Total hectares
35
Hectares of coffee production
5
Area reserved for conservation purposes and/or ecological set-asides (hectares)
2
Total annual volume of cherry coffee grown for this farm
16465.4(
KGS
Total annual volume of parchment coffee grown for this farm
29937.0
KGS
Total annual volume of green coffee
14968.5
KGS
33000
LBS
The page at https://demo.cafepractices.info says:
Are you sure you want to change this farm to a small holder? Making this change may invalidate the scorecard and will change the onsite-milling and support organization options.
OK
Cancel

Box 12: Changing farm size (by Verifier if farm size type is affected)

1. Notify the client, Starbucks and SCS according to the supply chain discrepancy protocol
2. Click **View Report Progress**
3. Click **Edit details** next to entity
4. Edit the size in the entity coversheet
5. Click **Save**
6. Click **Modify Scorecard** to confirm changes
7. Once scorecard is updated, the inspector can create the report or if the inspector makes the change, they can continue with reporting
8. Starbucks may send additional instructions depending on the change made

4.3.7 PSO information

Inspectors are required to specify a PSO for each small farm report in an application. All PSOs included in the application will be listed in a drop down menu on the entity coversheet.

4.3.8 Production / processing volume

Inspectors should cross check the volumes provided in the supplier application with receipts, observations of relative productivity and processing activities, and verbal confirmation. If yields seem unusual for the region, verifiers should include a note when

submitting the report explaining the reason for the unusual volumes. Inspectors and verifiers should also check to ensure that conversions between cherry, parchment and green coffee are correct. Inspectors will be able to enter volumes in either pounds (lbs) or kilograms (kg). The VRS will automatically display both. In their internal review of report, verifiers should take into consideration that the VRS automatically converts all volumes entered into pounds (lbs).

4.3.9 Inspected during harvest

If the verification takes place "in harvest" as defined below and in Section 6.6.3 of the Verifier and Inspector Operations Manual, the inspector should indicate on the entity coversheet that verification took place during harvest.

4.3.10 Flows

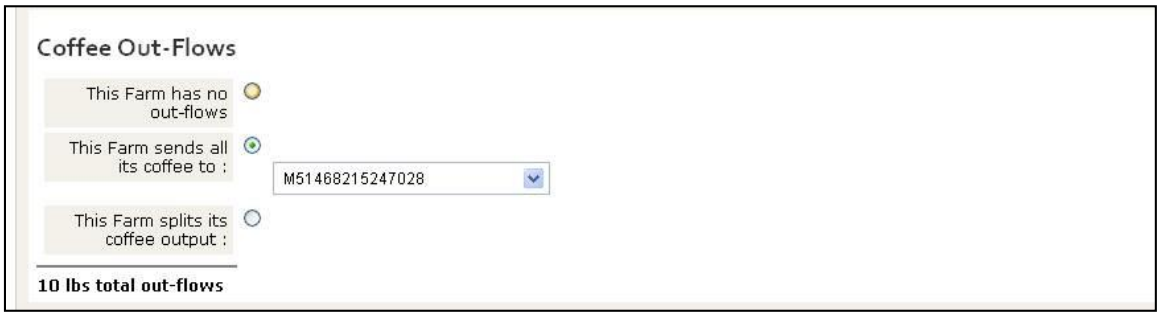
Verifiers or inspectors are required to enter the total volume of coffee flows from a farm to all processing facilities, which includes both mills within the C.A.F.E. Practices application AND mills outside of the C.A.F.E. Practices supply chain. A flow is the amount of coffee (in lbs or kg of green coffee) that a farm sends to the mill or a mill sends to another mill. For farms, verifiers or inspectors should account for the total volume of coffee produced and sent to all processing facilities. In the case of mills, the coffee out-flows exiting the processing facilities should only reflect the sum of incoming volumes from sampled farms.

Please note that a supply chain discrepancy should be reported in the case where an inspector discovers a mill during the C.A.F.E. Practices inspection that is either 1) processing coffee which is a part of the declared C.A.F.E. Practices supply chain and was left out due to error; or 2) is not processing coffee which is a part of the declared C.A.F.E. Practices supply chain and was included due to error.

The VRS will automatically enter the flow amount from a farm to a mill based on the **Total annual volume of green coffee grown for this farm** entered on the entity coversheet. **The VRS does not recognize decimals in the flows section. All volumes should be entered as whole numbers.** On farm coversheets for the farm outflow, only mills will be available to select from the drop down menu.

Verifiers and inspectors can edit coffee flows for the entities they verified using the **Coffee Out-Flows** fields located at the bottom of the entity coversheet (see Screen 31).

Screen 31: Farm Coffee Out-Flows


Coffee Out-Flows
This Farm has no out-flows
This Farm sends all its coffee to :
M51468215247028
This Farm splits its coffee output :
10 lbs total out-flows

Farms:

In most cases, the farm will send all of the coffee produced to the same mill. When this is the case, the inspector should select the **This farm sends all of its coffee to:** field. The

inspector should then select the appropriate mill from the drop down menu located to the right of this field.

If the producer sends its coffee to more than one processor in the application, the inspector should select the **This farm splits its coffee output:** field (see Screen 32). The inspector should then enter the number of lbs/kgs green coffee sent to each processor in the application. The VRS will not allow the user to save this information if the lbs/kgs of green coffee entered in each field is not equal to the amount entered in the **Total annual volume of green coffee grown for this farm in lbs/Kgs.** field.

Screen 32: This farm splits its coffee output

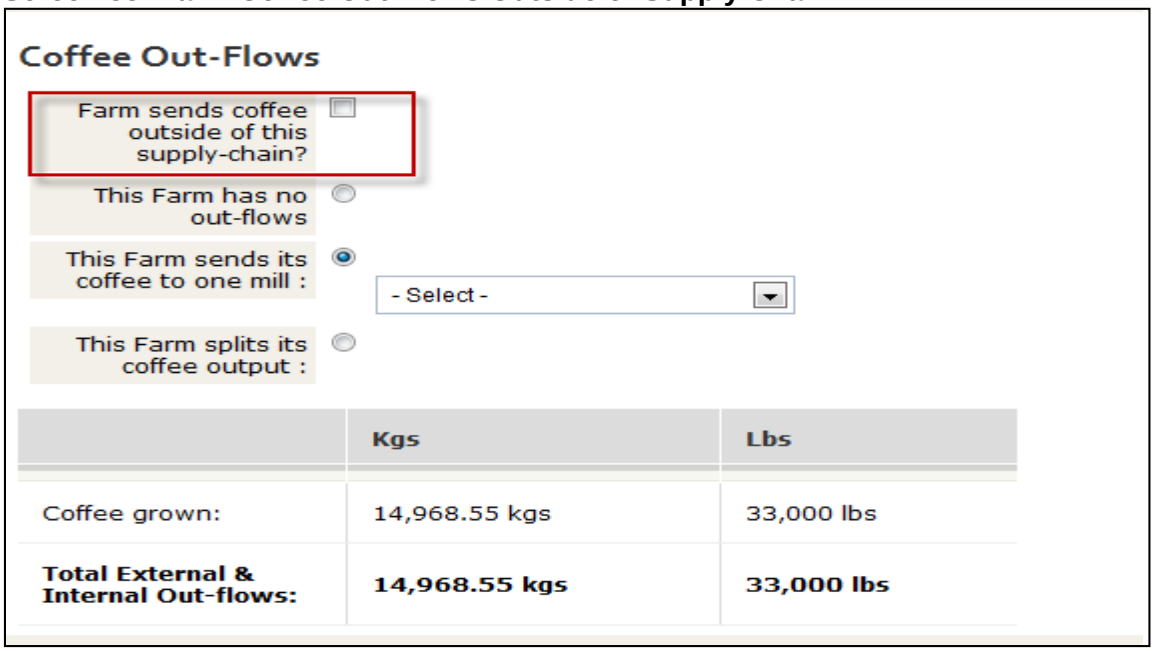
Coffee Out-Flows
This farm sends all its coffee to: App 51468215247014 Wet Mill 3 (M51468215247016)
This farm splits its coffee output:
100 green coffee lbs. to App 51468215247014 Wet Mill 3 (M51468215247016) and
100 green coffee lbs. to App 51468215247014 Wet Mill 1 (M51468215247014)

Flows from farms to mills not included in the C.A.F.E. Practices application should also be included in the VRS.

Once the inspector confirms that a farm sends coffee to mill(s) outside of the supply chain, the inspector should click the box **Farm sends coffee outside of this supply chain.**

The option to enter green coffee volume sent outside of the supply chain will appear in the table below the **Coffee Out Flows** section. Next to the field **Coffee volume sent outside of this supply chain**, the inspector should enter the total volume of green coffee sent to all mills outside of the supply chain in kilograms (kgs). This volume represents the total amount of green coffee sent outside of the supply chain, regardless of how many mills receive the coffee. It is important to note in order to be included in the application, entities must send at least a portion of their coffee to another entity in the supply chain.

Screen 33: Farm Coffee Out-Flows Outside of Supply Chain

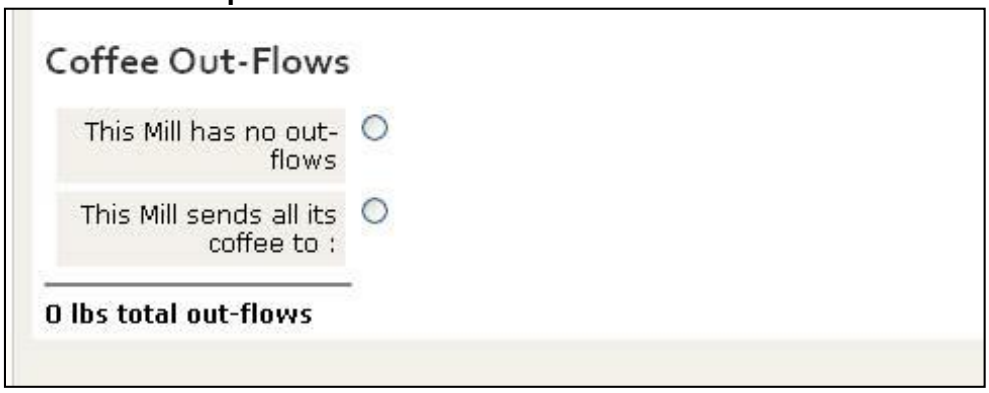


Processors:

Flows for coffee processors should also be entered in the entity coversheet page (see Screen 33).

If the processor is the final point in the supply chain (i.e. Dry Mill) the inspectors should select: **This Mill has no outflows**

Screen 34: This processor has no out-flows



Processor sends all of its coffee to another processor (i.e. Wet Mill):
Verifier or inspector should select: **This Mill sends all its coffee to:** The VRS will automatically calculate the outflow of the processor based on the inflow and this information will appear in the **Coffee In-Flows** section. The verifier should select the appropriate mill from the drop down menu.

Processor sends its coffee to two different processors:
The user should select: **This processor splits its coffee output:** and then enter the number of lbs green coffee sent to each processor. The VRS will not allow the user to save this information if the lbs green coffee entered in each field is not equal to the total amount that appears in the **Coffee In-Flows** section.

Processor sends its coffee to multiple processors, including a "back-flow" to the original processor:

For cases during processing in which coffee is sent back to the original mill after being processed by another mill, verifiers or inspectors should not capture the "back-flow" from the second mill to the original mill in the VRS. Instead, the flow should be recorded from the second mill to the final mill in the process.

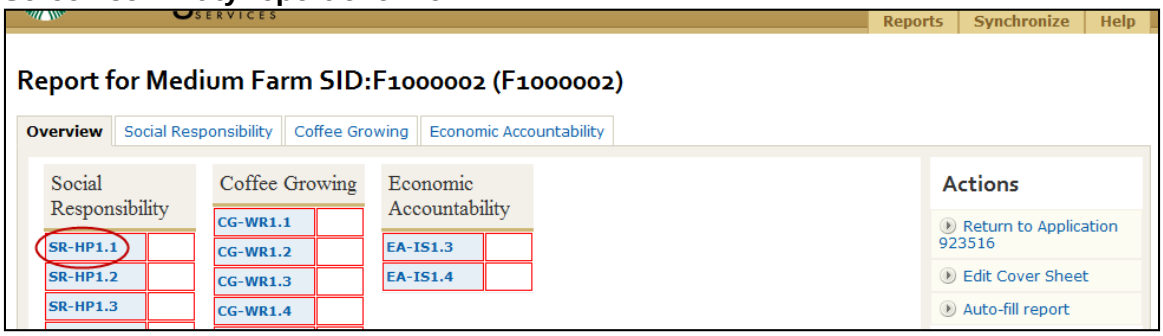
Box 13: Editing flow information from entity coversheet

1. Click **Edit cover sheet** in the Actions menu
2. Select appropriate **Coffee Out-Flow** option
3. Click **Save changes**

4.4 Entering evaluation and evidence

After the selection of an entity, the entity report overview screen will appear (see Screen 35):

Screen 35: Entity report overview



Using the field notes from the field evaluations, inspectors should enter evidence for each indicator. In several cases, related indicators may be grouped together on one page and will only require one qualitative evidence box to be completed. The evaluation screen contains several sections:

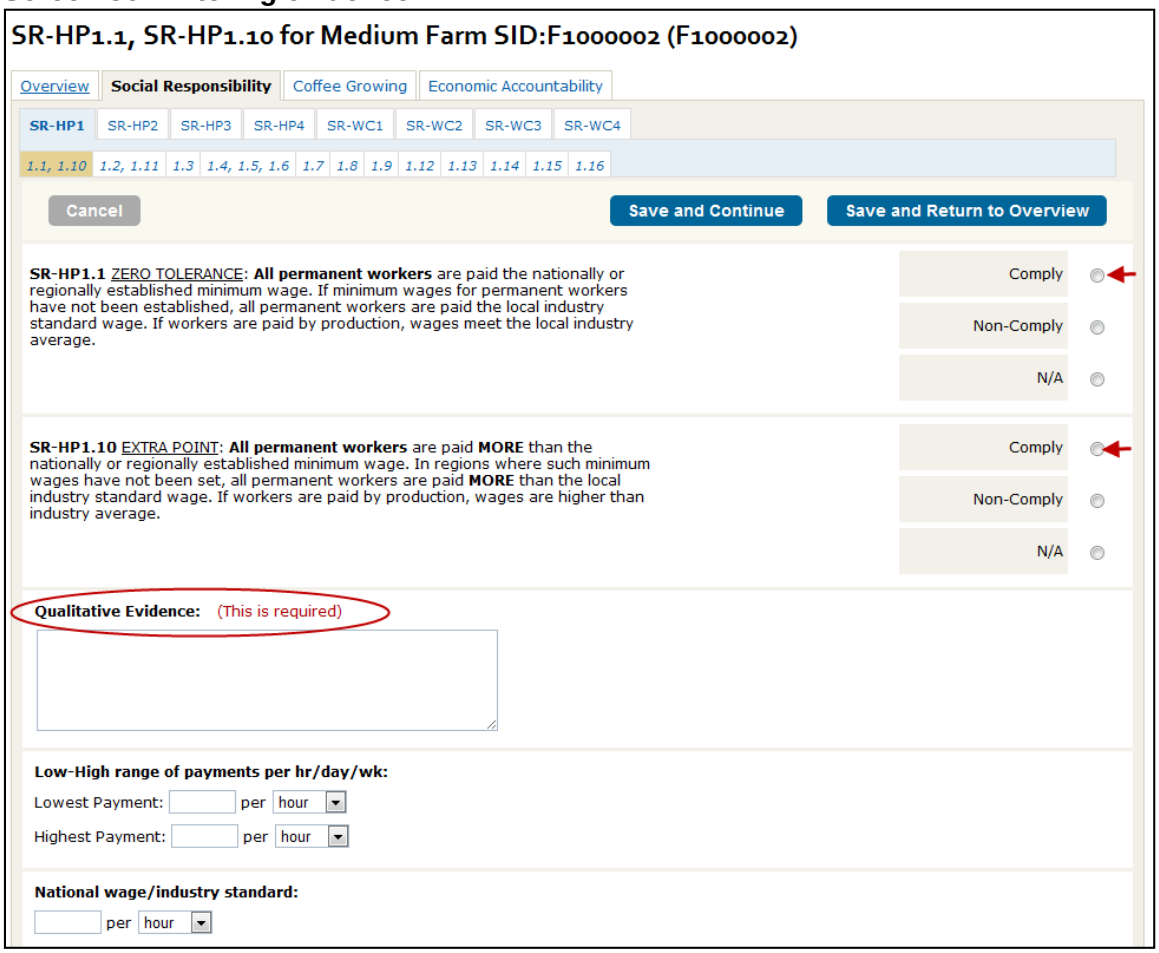
- Evaluation (**Comply**, **Non-Comply**, **Not Applicable**)
- Qualitative evidence (to support the evaluation choice)
- Quantitative evidence (to support the evaluation choice)
- Worker interview records (for some SR-HP1 indicators – see Section 4.4.1)

In addition to qualitative evidence, the evidence fields for certain indicators in the VRS will require the inspector to enter quantitative evidence. The inspector will not be able to continue with a report unless the requested quantitative information is entered.

Box 14: Entering evidence and evaluation

1. Click the **indicator** to enter the evaluation and evidence
2. Choose **Comply**, **Non-Comply** or **N/A** (see red arrows in Screen 36)
3. Provide supporting evidence in the Qualitative evidence box (see Screen 36)
4. Complete **Worker interview records** to enter specific wage findings from interviews (see Screens 38 and 39)
5. Click **Save and Continue** or **Save and Return to Overview** (see Screen 37)

Screen 36: Entering evidence


SR-HP1.1, SR-HP1.10 for Medium Farm SID:F1000002 (F1000002)
Overview
Social Responsibility
Coffee Growing
Economic Accountability
SR-HP1
SR-HP2
SR-HP3
SR-HP4
SR-WC1
SR-WC2
SR-WC3
SR-WC4
1.1, 1.10
1.2, 1.11
1.3
1.4, 1.5, 1.6
1.7
1.8
1.9
1.12
1.13
1.14
1.15
1.16
Cancel
Save and Continue
Save and Return to Overview
SR-HP1.1 ZERO TOLERANCE: All permanent workers are paid the nationally or regionally established minimum wage. If minimum wages for permanent workers have not been established, all permanent workers are paid the local industry standard wage. If workers are paid by production, wages meet the local industry average.
Comply
Non-Comply
N/A
SR-HP1.10 EXTRA POINT: All permanent workers are paid MORE than the nationally or regionally established minimum wage. In regions where such minimum wages have not been set, all permanent workers are paid MORE than the local industry standard wage. If workers are paid by production, wages are higher than industry average.
Comply
Non-Comply
N/A
Qualitative Evidence: (This is required)
Low-High range of payments per hr/day/wk:
Lowest Payment: per hour
Highest Payment: per hour
National wage/industry standard:
per hour

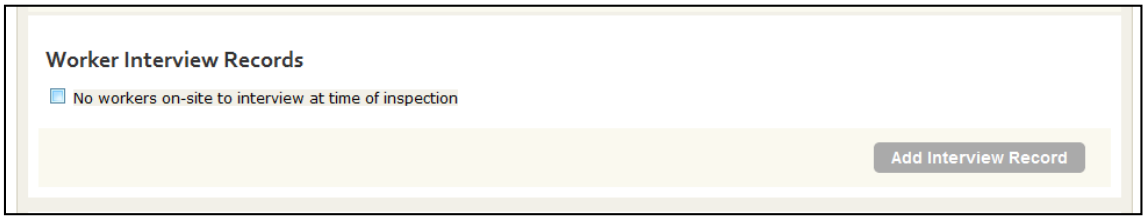
Screen 37: Source of evidence

4.4.1 Worker interview records

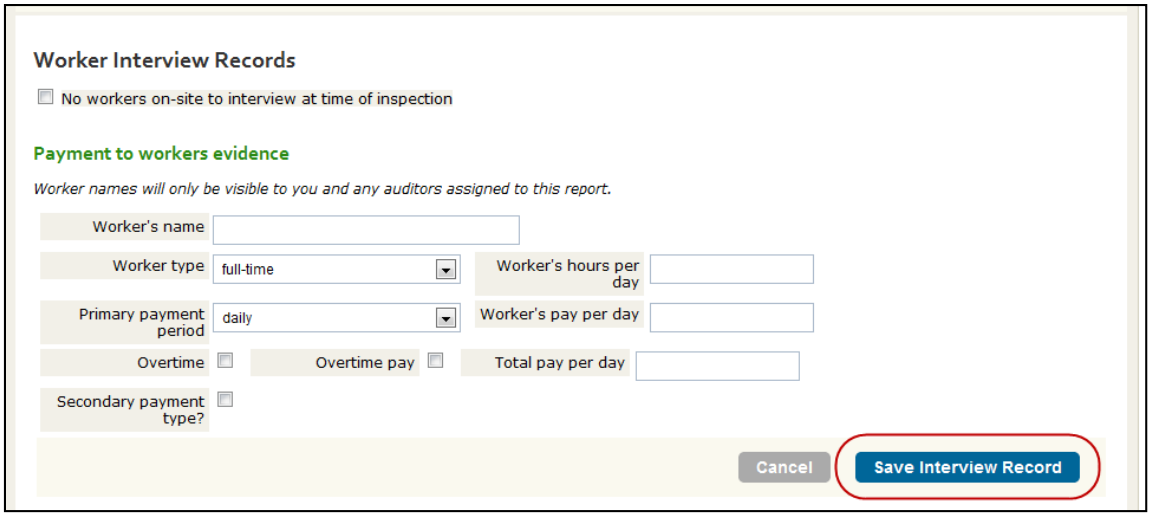
The VRS will not allow inspectors to save their evaluation and evidence for SR-HP1 without completing the Worker interview record form. Inspectors should have interview records for 15% of the workers, with a minimum of 3 and a maximum of 25 as per Section 6.7.2 of the Verifier and Inspector Operations Manual.

Below the qualitative evidence box for several of the SR-HP1 indicators, inspectors will see **Worker interview records** (see Screen 38). By clicking on **Add Interview Record**, additional fields will appear.

Screen 38: Add interview records



Screen 39: Worker interview records

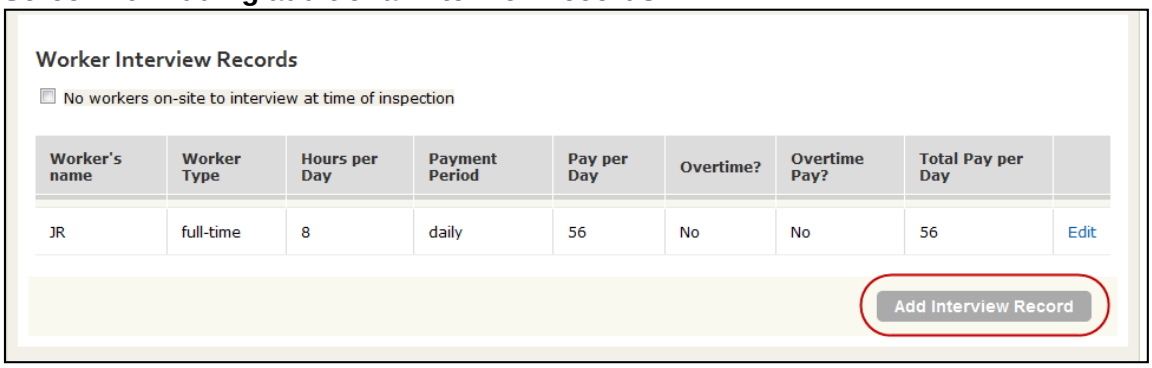


The fields on the worker interview records form include:

- **Worker's name:** this field is only visible to inspectors. The worker's name will not appear anywhere in the report.
- **Worker type:** classification of worker as full-time or seasonal/temporary
- **Hours per day:** the standard number of hours worked per day.
  - Only enter numbers (i.e., 4.5, 8, 10 - no text)
- **Pay per day:** the cash payment for a standard work day
  - Only enter numbers
- **Total pay per day:** the adjusted cash equivalent of total pay per day plus any in kind pay received by workers and/or average overtime additional pay.
  - Only enter numbers

Inspectors should enter the necessary information and click **Save Interview Record** (see Screen 39). This will save the interview record and clear the fields, prompting the inspector to enter the next worker interview record.

Screen 40: Adding additional interview records

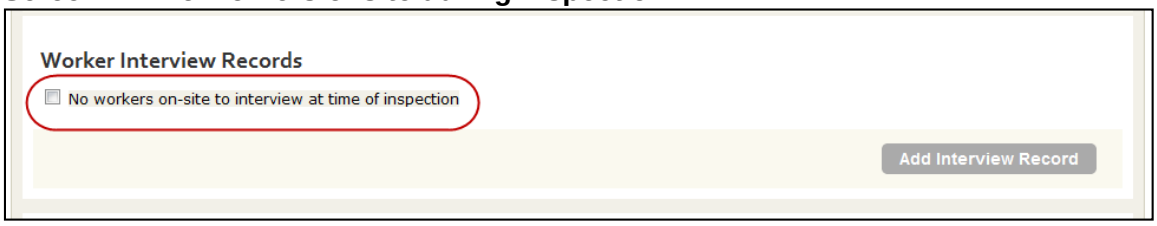


After all of the worker interview records have been completed, inspectors should click **Save and continue** to proceed to the next indicator.

If there are no workers onsite during the time of the inspection, inspectors can check the box which allows them to move on to the next indicator without entering worker interview records (see Screen 41).

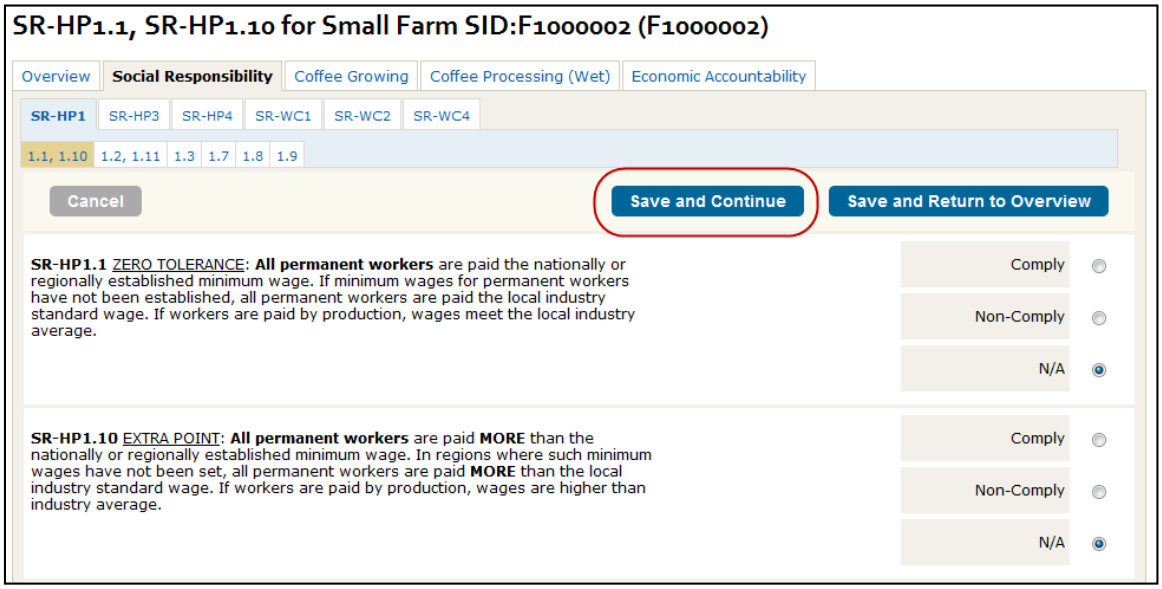
- If this box is checked by accident, inspectors can uncheck it in order to display the fields again.
- SCS expects that if the entity is verified in-harvest then workers will be present for interviews. Inspectors should confirm that the required interview sample is met for each entity inspected.

Screen 41: No workers onsite during inspection



Please note that the VRS will not allow the inspector's evaluation and evidence for SR-HP1 to be saved without completing the Worker interview record form (see Screen 41).

Screen 42: Save and Continue to next indicator


SR-HP1.1, SR-HP1.10 for Small Farm SID:F1000002 (F1000002)
Overview
Social Responsibility
Coffee Growing
Coffee Processing (Wet)
Economic Accountability
SR-HP1
SR-HP3
SR-HP4
SR-WC1
SR-WC2
SR-WC4
1.1, 1.10
1.2, 1.11
1.3
1.7
1.8
1.9
Cancel
Save and Continue
Save and Return to Overview
SR-HP1.1 ZERO TOLERANCE: All permanent workers are paid the nationally or regionally established minimum wage. If minimum wages for permanent workers have not been established, all permanent workers are paid the local industry standard wage. If workers are paid by production, wages meet the local industry average.
Comply
Non-Comply
N/A
SR-HP1.10 EXTRA POINT: All permanent workers are paid MORE than the nationally or regionally established minimum wage. In regions where such minimum wages have not been set, all permanent workers are paid MORE than the local industry standard wage. If workers are paid by production, wages are higher than industry average.
Comply
Non-Comply
N/A

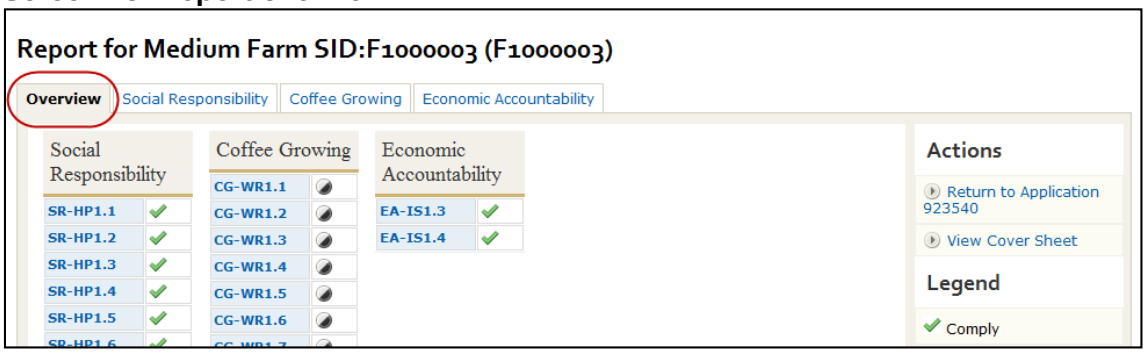
Box 15: Entering worker interview evidence

1. Click **Add interview record** (see Screen 39)
2. Complete all fields
3. Click **Save interview record**
4. Complete one form for each interview conducted
5. When all forms have been filled out, click **Save and continue**

4.5 Navigating a report

Inspectors can navigate through an incomplete report using the tabs. The **Overview** tab shows which indicators have been completed, how the indicators were evaluated and whether there are any comments from the verifier. However, to save evidence and evaluations, use the **Save and Continue** or **Save and Return to Overview** to navigate to the next indicator.

Screen 43: Report overview



4.6 Using the autofill tool – inspectors

The VRS includes an auto-fill tool that can be used to report on Social Responsibility indicators for vertically integrated medium or large coffee farms. In cases when the vertically integrated coffee farm meets these criteria, inspectors can use the tool to auto-fill the mill report with the Social Responsibility subject area evidence and evaluations entered for the corresponding farm report. Coversheet data for the farm and mill must be entered separately.

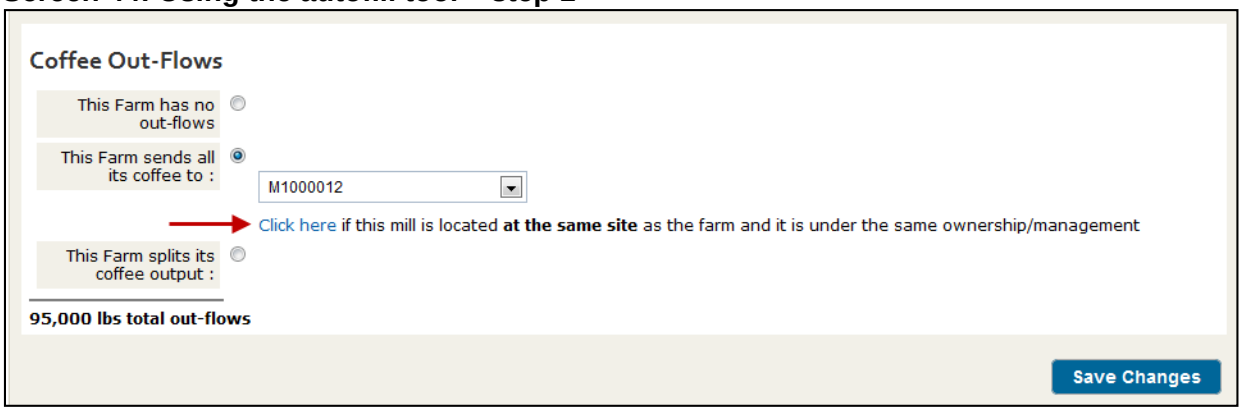
The tool should only be used in cases when:

1) The mill is located at the same physical location as the medium or large farm; AND
2) The mill is owned by the same person or company as the farm.

To use the auto-fill tool, inspectors should first complete the Social Responsibility indicators in the farm report and then click on **Edit Cover Sheet** in the Actions Menu.

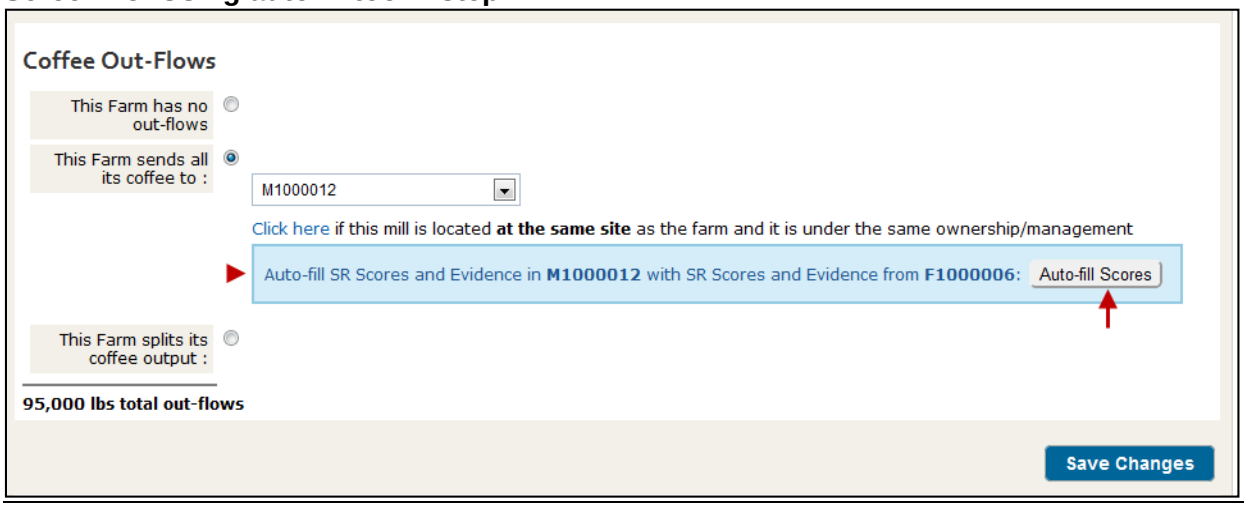
Next, inspectors should scroll down to the Coffee Out-Flows section and select the mill ID to which the farm sends its coffee. If the mill selected is located at the same site as the farm and is under the same ownership/management and the inspector wants to use the farm Social Responsibility report to auto-fill the mill report, select **Click here** (see Screen 44). If the mill selected for the out-flow already has a report started by another inspector, the option to "click here if the mill is located at the same site as the farm and is under the same management" will not appear.

Screen 44: Using the autofill tool – step 1


Coffee Out-Flows
This Farm has no out-flows
This Farm sends all its coffee to :
M1000012
Click here if this mill is located at the same site as the farm and it is under the same ownership/management
This Farm splits its coffee output :
95,000 lbs total out-flows
Save Changes

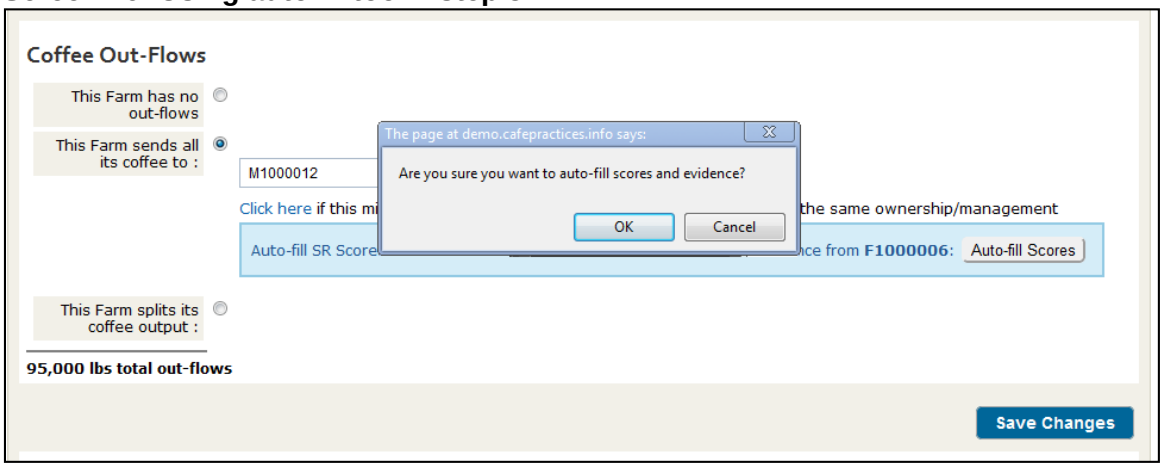
The option to Auto-fill the Social Responsibility (SR) subject area will appear. To proceed, inspectors should click on the gray button **Auto-fill Scores** (see Screen 45). A pop-window will appear to ask the inspector if they are sure they want to auto-fill scores and evidence.

Screen 45: Using autofill tool – step 2


Coffee Out-Flows
This Farm has no out-flows
This Farm sends all its coffee to :
M1000012
Click here if this mill is located at the same site as the farm and it is under the same ownership/management
Auto-fill SR Scores and Evidence in M1000012 with SR Scores and Evidence from F1000006:
Auto-fill Scores
This Farm splits its coffee output :
95,000 lbs total out-flows
Save Changes

Inspectors should then click **OK** to complete the SR subject area of the mill report (see Screen 46). The action will be confirmed with the message "Farm SR scores and evidence copied to mill."

Screen 46: Using autofill tool – step 3



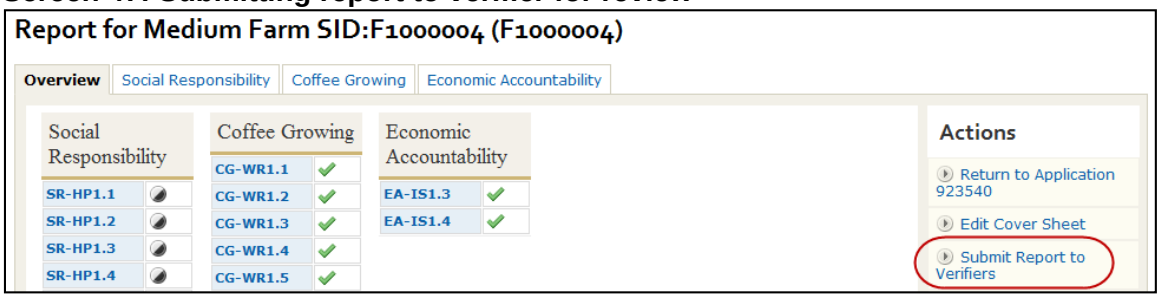
Once the auto-fill action is confirmed, the inspector may edit specific indicators unique to the mill in the mill report. Any changes made to the farm SR subject area AFTER the auto-fill action has occurred will NOT automatically update the mill SR report. If the auto-fill tool is used again in the same farm coversheet, it will overwrite the previous auto-fill with the scores and evidence in the most recent farm report.

4.7 Completing and submitting the report to the verifier

Once the scorecard is completely filled out and the coversheet is complete **Submit Report to Verifiers** will appear in the **Actions** menu. When inspectors click on the **Submit Report to Verifiers** (see Screen 47) the report progress will change to "finalized and submitted but not sent to central server". The inspector will need to synchronize in order to upload it to the central server making the report available to the verifier.

The system will display any problems with an entity report that will prevent it from being submitted, for example: fields in the coversheet that have not been completed. If an error message appears, inspectors should read it carefully and click on **View Details** if available. The error message should explain what missing information is preventing the entity report from being submitted. If the message persists after the report has been updated as per the instructions in the error message, contact SCS.

Screen 47: Submitting report to verifier for review



After completing reports, inspectors should click **Submit Report to Verifiers**. To confirm the action, inspectors should click **Submit** (see Screen 48). The progress status of the report will change to "finalized and submitted" only after the inspector has synchronized.

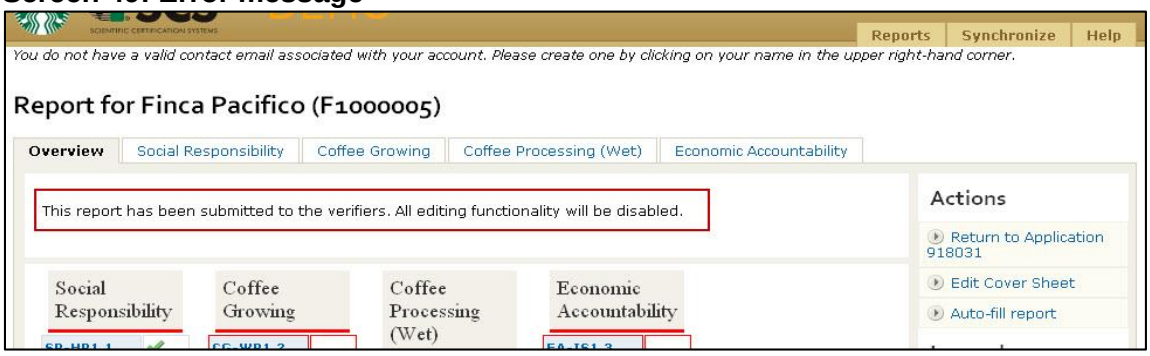
Screen 48: Confirm report submission

Submit report to verifiers
Entity: Medium Farm SID:F1000004 (F1000004)
Click the button below to submit this report to the verifiers.
Submit
Cancel

Once an entity report is submitted to the verifier, it can no longer be accessed by the inspector. The only way for an inspector to make changes to the report is to request that the verifier return the report to the inspector (Section 4.8).

Once the report has been submitted to the verifier, clicking on the farm name of a "finalized and submitted" entity will activate an error message (see Screen 49).

Screen 49: Error message


Reports
Synchronize
Help
You do not have a valid contact email associated with your account. Please create one by clicking on your name in the upper right-hand corner.
Report for Finca Pacifico (F1000005)
Overview
Social Responsibility
Coffee Growing
Coffee Processing (Wet)
Economic Accountability
This report has been submitted to the verifiers. All editing functionality will be disabled.
Actions
Return to Application 918031
Edit Cover Sheet
Auto-fill report
Social Responsibility
Coffee Growing
Coffee Processing (Wet)
Economic Accountability

Box 16: Submitting the report to the verifier

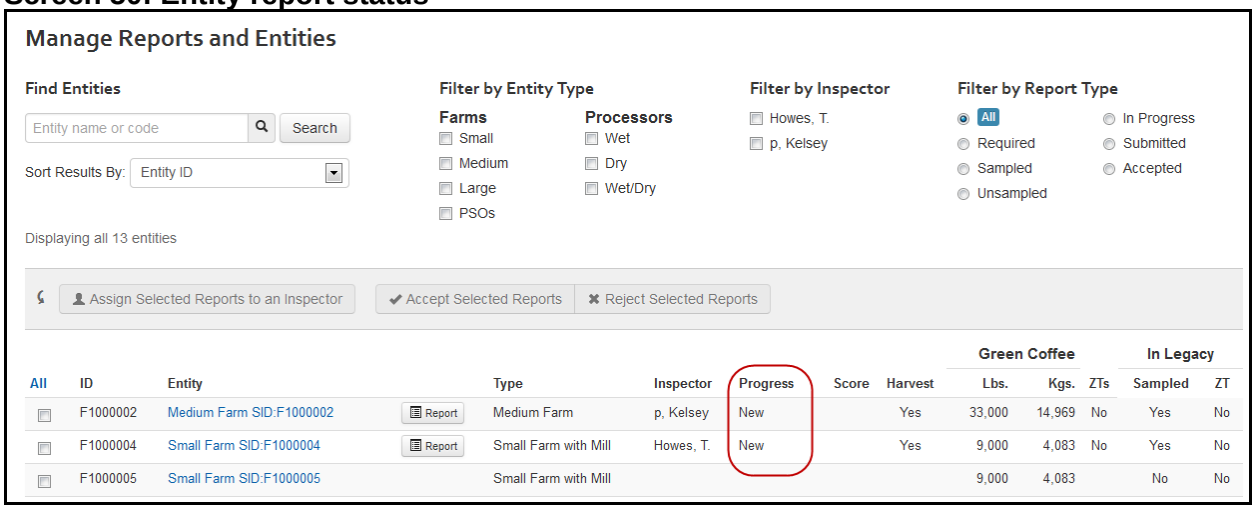
1. Check to make sure all previous steps are complete
2. Click **Submit Report to Verifiers** in the **Actions** menu
3. Click **Submit** to confirm
4. Connect to internet and synchronize all applications

4.8 Verifiers reporting responsibilities

Verifiers are required to fully review the reports submitted by their inspector(s) for accuracy and consistency, ensuring that the verification report includes all necessary entities and meets the sampling requirements. In addition, verifiers are responsible for copying mill entities from other applications as appropriate and are responsible for ensuring that flows are correct. Verifiers may mark entity reports for revision by the inspector if an indicator needs additional evidence or if they have a question for the inspector.

To review a report submitted by an inspector, verifiers should go to the home screen and click the **application ID**. This will take the verifier to a list of entities. Next to each entity will be a report progress status. Reports completed by inspectors will say "finalized and submitted" (see Screen 50).

Screen 50: Entity report status



Box 17: Reviewing inspector reports

1. On the home Screen, click the **application ID**
2. Click the **Entity name** to view the evaluation and evidence entered by the inspector

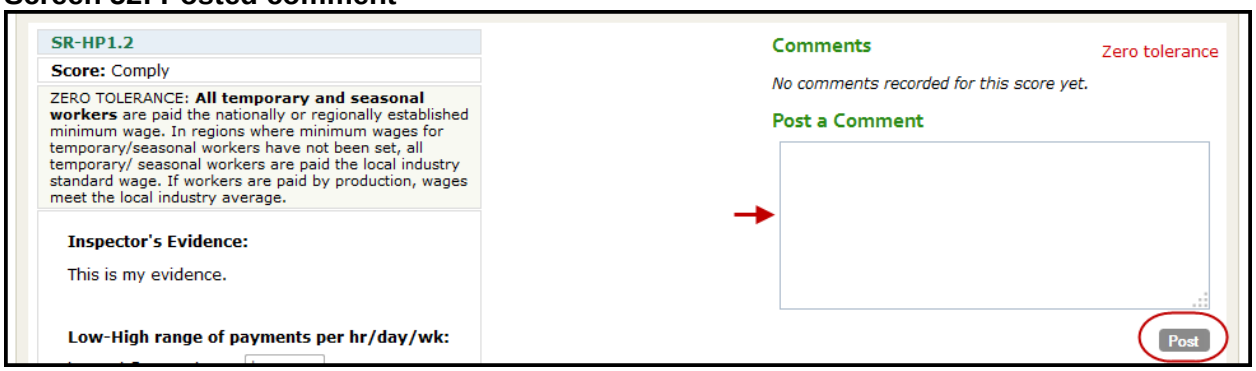
4.8.1 Posting comments (verifier)

When reviewing reports, verifiers can leave comments for inspectors to alert them to problems or questions about their report (see Screens 51 and 52). From the application overview, verifiers should click the **entity** and then the indicator that requires a comment. Before the verifier can post a comment, the report must be "finalized and submitted" by the inspector.

Screen 51: Posting comments

SR-HP1.2
Score: Comply
ZERO TOLERANCE: All temporary and seasonal workers are paid the nationally or regionally established minimum wage. In regions where minimum wages for temporary/seasonal workers have not been set, all temporary/ seasonal workers are paid the local industry standard wage. If workers are paid by production, wages meet the local industry average.
Inspector's Evidence:
Comments
Zero tolerance
No comments recorded for this score yet.
Post a Comment

Screen 52: Posted comment


SR-HP1.2
Score: Comply
ZERO TOLERANCE: All temporary and seasonal workers are paid the nationally or regionally established minimum wage. In regions where minimum wages for temporary/seasonal workers have not been set, all temporary/ seasonal workers are paid the local industry standard wage. If workers are paid by production, wages meet the local industry average.
Inspector's Evidence:
This is my evidence.
Low-High range of payments per hr/day/wk:
Comments
Zero tolerance
No comments recorded for this score yet.
Post a Comment
Post

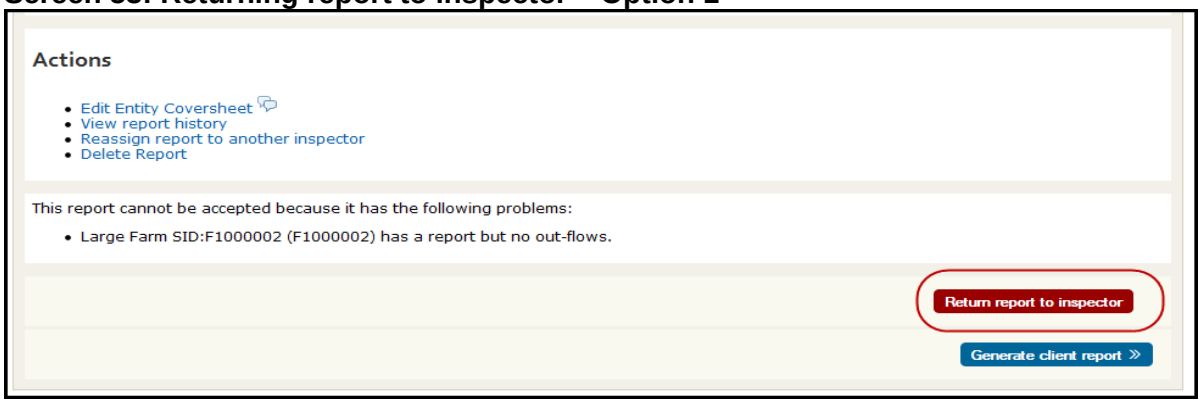
Box 18: Posting Comments

1. Click **Post a Comment** next to the indicator
2. Type the comment in the space provided and click **Post**
3. The inspector will see the verifier comment at the bottom of the indicator scoring page

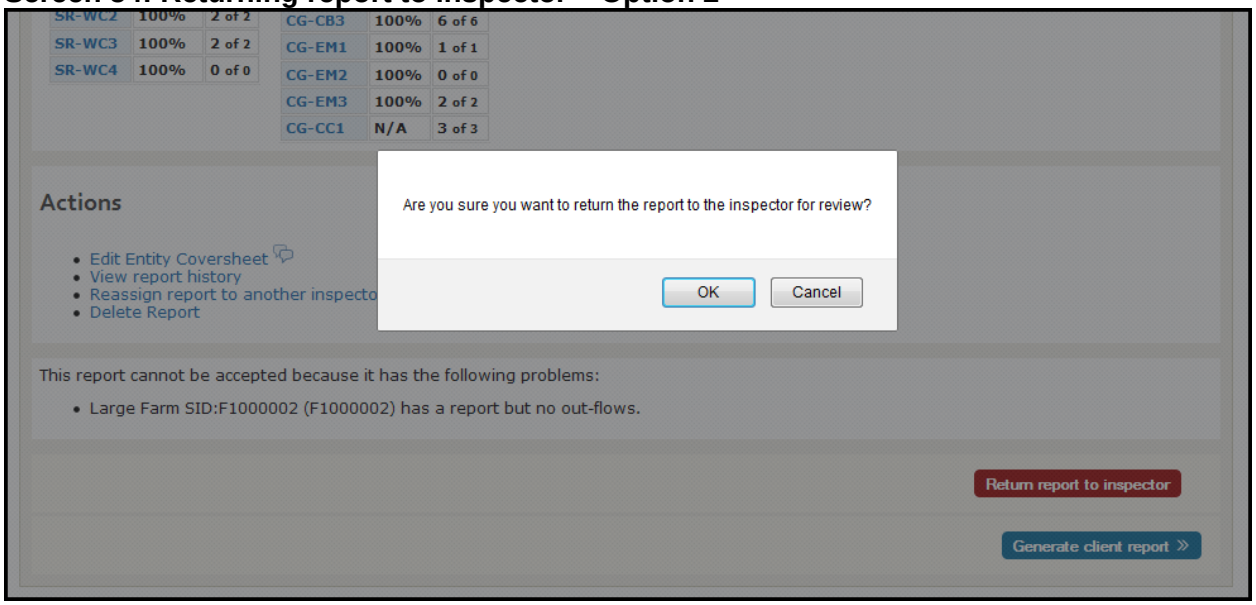
4.9 Returning an entity report to an inspector for revision

Once all comments have been made, the next step is to return the report to the inspector. This function can be accessed on the entity overview screen. **Only inspectors can make changes to evaluations and/or evidence.** From the entity cover page, verifiers should click **Return report to inspector** (see Screen 53). The verifier also has the option to return the report to the inspector from the overview of the application. The verifier will see the option to **Accept** or **Reject** the report in the **Progress** column on the overview of the application. To return the report, verifiers should click on **Reject** and then click **OK**. (see Screen 54).

Screen 53: Returning report to inspector – Option 1

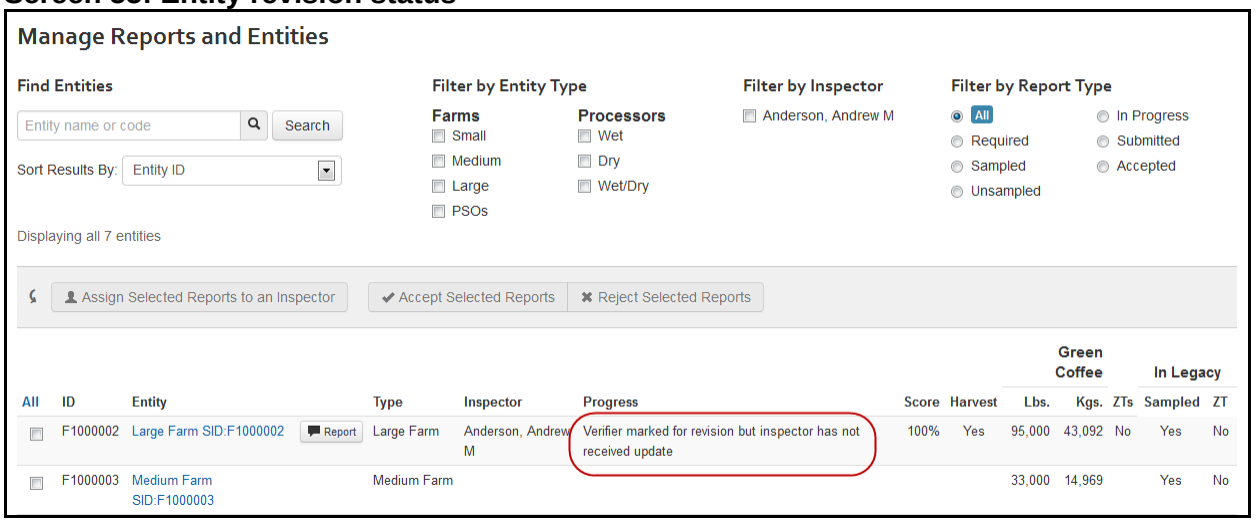

Actions
Edit Entity Coversheet
View report history
Reassign report to another inspector
Delete Report
This report cannot be accepted because it has the following problems:
Large Farm SID:F1000002 (F1000002) has a report but no out-flows.
Return report to inspector
Generate client report

Screen 54: Returning report to inspector – Option 2


SR-WC2 100% 2 of 2
SR-WC3 100% 2 of 2
SR-WC4 100% 0 of 0
CG-CB3 100% 6 of 6
CG-EM1 100% 1 of 1
CG-EM2 100% 0 of 0
CG-EM3 100% 2 of 2
CG-CC1 N/A 3 of 3
Actions
Edit Entity Coversheet
View report history
Reassign report to another inspecto
Delete Report
Are you sure you want to return the report to the inspector for review?
OK
Cancel
This report cannot be accepted because it has the following problems:
Large Farm SID:F1000002 (F1000002) has a report but no out-flows.
Return report to inspector
Generate client report

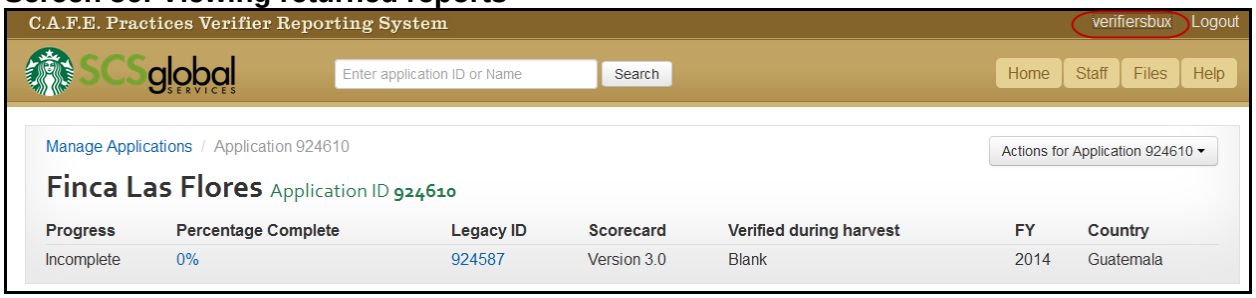
When the verifier returns the report, the progress will read “verifier marked for revision, inspector has not received update.” The next time the inspector accesses their system while connected to the internet, they will see that the application **needs download** in order to receive the returned report. Once the inspector synchronizes, the progress will become “verifier marked for revision, inspector is revising”. This tells the verifier that the inspector has received the comments and is reviewing the report.

Screen 55: Entity revision status



Inspectors will be able to see whether they have reports returned to them on their main page.

Screen 56: Viewing returned reports



Box 19: Returning a report to an inspector

1. From the report overview, click the **entity name**
2. Click **Return report to inspector**
3. Inspector reviews applications regularly to address any returned reports

Or

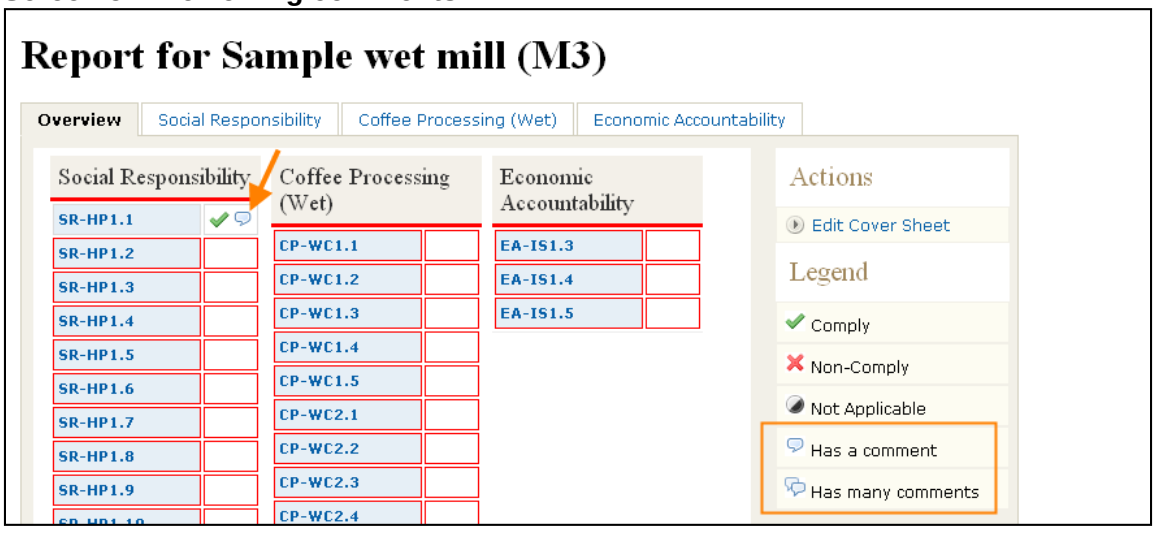
1. From the general view of the application, the verifier will see the option to **Accept** or **Reject** the report under the **Progress** column
2. Click **Reject**
3. Click **OK** to return the report

4.10 Reviewing comments posted by the verifier and posting responses

Indicators with comments from the verifier will have the comment symbol shown below located next to the evaluation (see orange arrow in Screen 57). Inspectors can click the **indicator** to view the comment, enter a response, and/or change the evaluation or qualitative evidence. As part of the internal review process, inspectors should only use this feature of the VRS to confirm whether changes have been made to reports according to verifier comments.

To reply to a comment posted by the verifier, inspectors can click **Post a Comment** and the comment box will appear (see Screen 58). Inspectors can then type the comment and click **Post**. The symbol next to the indicator on the overview tab will change to “Has many comments”.

Screen 57: Reviewing comments



Screen 58: Responding to comments

SR-HP1.2
Score: Comply
ZERO TOLERANCE: All part-time workers are paid the nationally or regionally established minimum wage. In regions where such minimum wages for part-time workers have not been set, all part-time workers are paid the local industry average. If workers are paid by production, wages meet the above requirements.
Inspector's Evidence
This is my evidence for SR-HP1.2
Payment to Workers
Comments
Zero tolerance
No comments recorded for this score yet.
Post a Comment
Post

Box 20: Reviewing comments and resubmitting the report to the verifier

1. From the report overview, click the **indicator** to view the comment
2. To enter a response to the verifiers comment, click **Post a Comment**
3. Change the evaluation if necessary
4. Click **Submit report** to verifier in the **Actions** menu

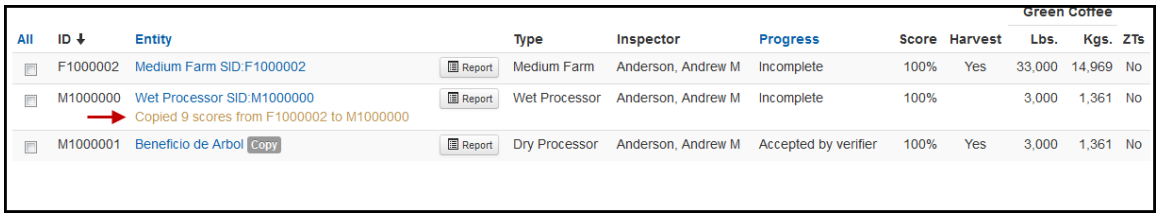
5.0 Completing reports (Verifier)

Prior to submitting the draft reports to the client for approval, the verifier must review the application to ensure that it is complete and ready to be submitted to the client for review. This involves quality control of the reports, copying mill reports where appropriate, and entering flow information.

5.1 Using the autofill tool – verifiers

For verifiers, any mill reports where inspectors have used this tool to auto-fill the SR subject area, a yellow note will appear on the Application Overview page and the View Report History page from within the report (see Screen 59). It is the responsibility of the verifier to ensure this tool is only used in the appropriate situations as described above and that any evidence or evaluations specific to the mill report have been updated appropriately after the auto-fill tool has been used.

Screen 59: Verifier view of autofill tool



5.2 Copying mill reports

Before starting a new verification in the VRS it is important that verifiers review the validity of the mills in the supply chain. Verifiers should request a copy of the 'Mill Addendum' to the 'First Response letter' from their client to identify any mills with current validity.

When a mill report already exists in the VRS from the current period or has a current validity, verifiers do not need to re-verify the mill, unless specifically requested to do so by the client.

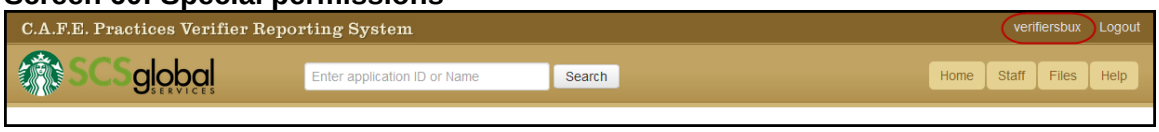
5.2.1 Incorporating a mill report NOT written by your verification organization

During the pre-onsite planning process, verifiers should request that the client provide them with the Mill Addendum of the First Response Letter to confirm whether there are any mills in the application that have already been verified in the current period by another verification organization or have a current validity from the previous period from a multi-year validity, and therefore do not require re-verification in the current verification period. Verifiers should confirm this information by reviewing the Mill Addendum in the copy of the First Response Letter that they request from the client.

If a mill has current validity and does not need to be re-verified, in should appear in the list of **Mills with reports in VRS that have current validity** on the verifier main page. To be granted access to the mill report, verifiers must click on **Request permission** next to the mill report needed. If verifiers do not see a mill listed that the client has indicated should have current validity contact SCS: cafepractices@scsglobalservices.com.

To view the special permissions granted to a verifier after requesting permission, verifiers should click the **username** in the top right hand corner (see red circle in Screen 60). If the permission does not appear within 48 hours of making the request, contact SCS: cafepractices@scsglobalservices.com.

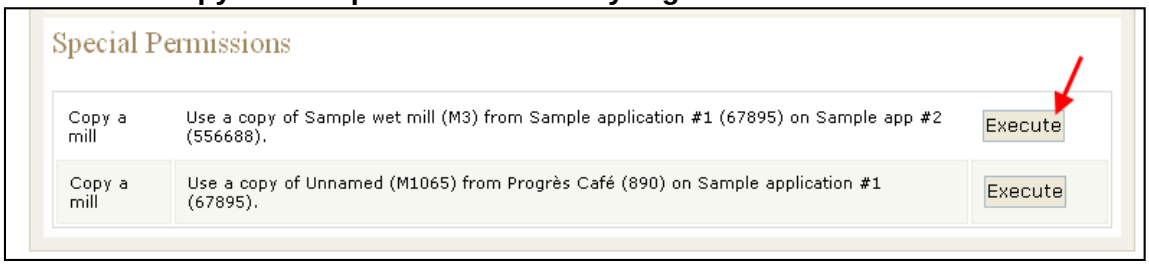
Screen 60: Special permissions



Verifiers will then be directed to a screen that will require them to confirm the use of the mill report. They should click **Execute** to confirm the use of the mill report (see Screen 61).

It is very important that verifiers confirm that they are copying the original mill report, rather than making copies of a copy.

Screen 61: Copy a mill report NOT written by organization


Special Permissions
Copy a mill
Use a copy of Sample wet mill (M3) from Sample application #1 (67895) on Sample app #2 (556688).
Execute
Copy a mill
Use a copy of Unnamed (M1065) from Progrès Café (890) on Sample application #1 (67895).
Execute

Box 21: Incorporating a mill report from the current period or previous period if it has a multi-year validity that is NOT written by your verification organization

1. View **Mills with reports in VRS that have current validity** on home screen
2. Click **Request permission** next to the mill report needed
3. To view special permissions granted to copy a mill report, click your **username**
4. Special permissions will be listed on your user info page
5. Click **Execute** next to the mill report you wish to copy
6. The next page, will ask you to click **Execute** again to complete the action

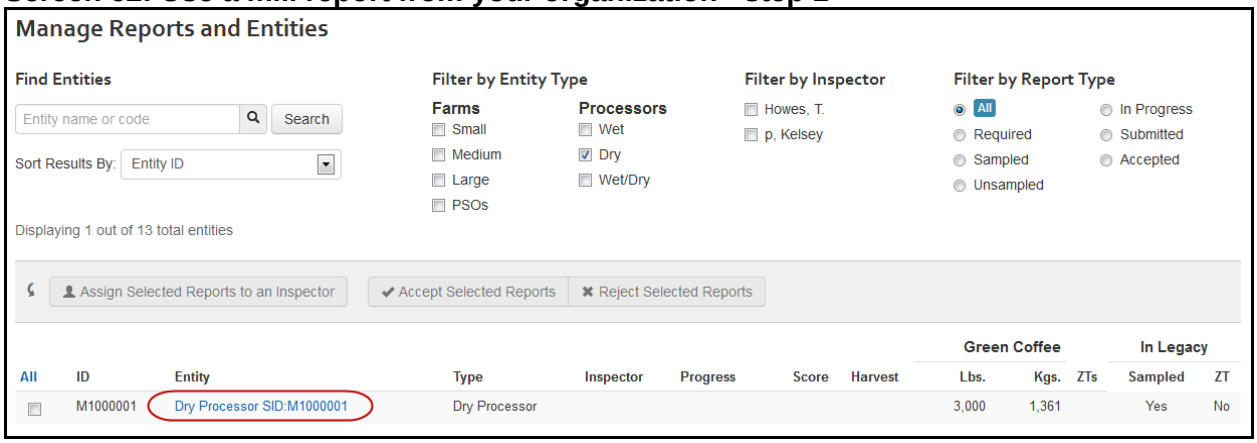
5.2.2 Incorporating a mill report written by your verification organization

If the application contains a mill entity that is in a current application or has a valid report from the previous period and the client has confirmed that they want to use an existing report that has a current validity, the mill report must have the status "Accepted by verifier" before it can be copied to another application.

View **Mills with reports in VRS that have current validity** on the verifier main page. If the mill report was written by the verifier's organization they will have the option to make the copy from this screen by clicking on **Copy**.

Another way to copy the mill report from another application written by the verifier's organization is to click **Manage Entities** in the **Actions** menu in the application requiring the mill report (see Screen 62).

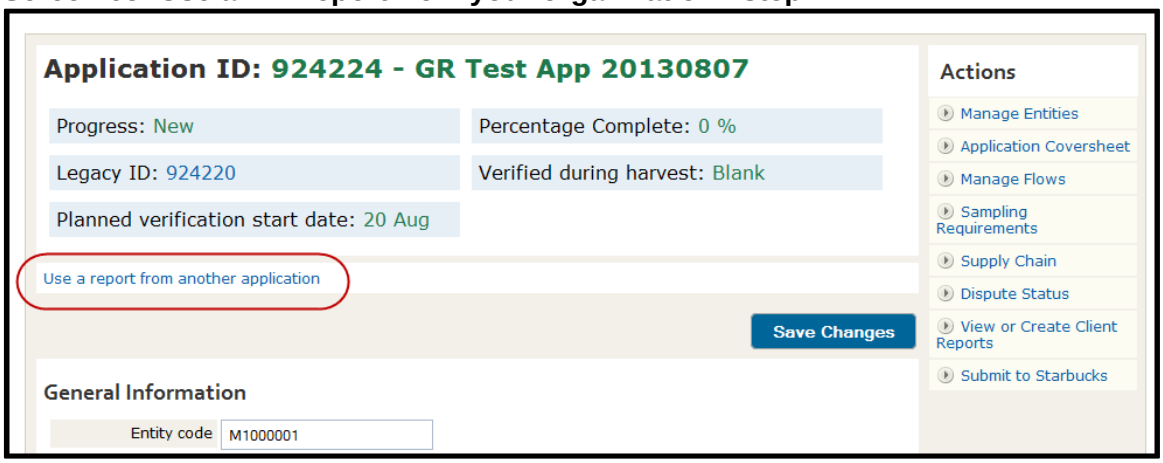
Screen 62: Use a mill report from your organization - step 1



To copy a report from another application, verifiers should click **Use report from another application**. For this option to appear:

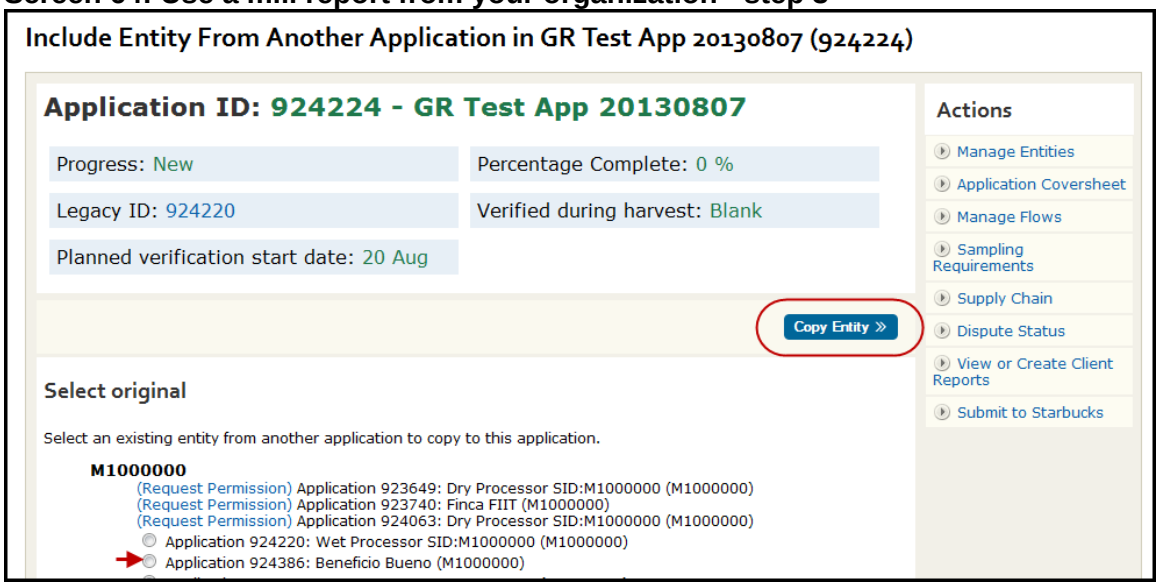
- The entity MUST be a mill
- The entity must have a report from the current verification period or have a current validity from a previous verification period

Screen 63: Use a mill report from your organization - step 2



The next screen (see Screen 64) will show the verifier the applications that have a valid report for the entity. When making copy mill reports in multiple applications, verifiers should always select the report from the application that contains the original mill report.

Screen 64: Use a mill report from your organization - step 3


Include Entity From Another Application in GR Test App 20130807 (924224)
Application ID: 924224 - GR Test App 20130807
Progress: New
Percentage Complete: 0 %
Legacy ID: 924220
Verified during harvest: Blank
Planned verification start date: 20 Aug
Copy Entity »
Select original
Select an existing entity from another application to copy to this application.
M1000000
(Request Permission) Application 923649: Dry Processor SID:M1000000 (M1000000)
(Request Permission) Application 923740: Finca FIIT (M1000000)
(Request Permission) Application 924063: Dry Processor SID:M1000000 (M1000000)
Application 924220: Wet Processor SID:M1000000 (M1000000)
Application 924386: Beneficio Bueno (M1000000)
Actions
Manage Entities
Application Coversheet
Manage Flows
Sampling Requirements
Supply Chain
Dispute Status
View or Create Client Reports
Submit to Starbucks

The entity name will now appear with “(copy)” following the name indicating that the mill report has successfully been copied to this application from another application (see Screen 65).

Screen 65: Use a mill report from your organization - step 4

Asignar los Reportes Seleccionados a un(a) Inspector(a)
Aceptar Reportes Seleccionados
Rechazar Reportes Seleccionados
Todo(s) / Toda(s)
ID
Entidad
Tipo
Inspector
Progreso
Puntuación
Cosecha
Café de oro
Lbs.
Kgs.
ZTs
F1000002 Medium Farm SID:F1000002 Reporte Finca Mediana Anderson, Andrew M Incompleto 100% Sí 33,000 14,969 No
M1000000 Wet Processor SID:M1000000 Copiado 9 calificaciones de F1000002 a M1000000 Reporte Beneficio húmedo Anderson, Andrew M Incompleto 100% 3,000 1,361 No
M1000001 Beneficio de Arb Copy Reporte Beneficio Seco Anderson, Andrew M Aceptado por el verificador 100% Sí 3,000 1,361 No

Changes to the mill report can only be made from the application containing the original report. Once the application containing the original report has the status "Submitted to Starbucks," no changes can be made.

Box 22: Incorporating mill reports with current validities written by the verifier's organization from the current year or previous year (if mill was awarded a multi-year validity)

1. View **Mills with reports in VRS that have current validity** on home screen
2. Click **Copy** next to the mill report you wish to copy

OR

1. Go to the mill coversheet of the entity you want to make into a copy by clicking on **View Entities**
2. Click **Edit details** for the mill entity
3. Click **Use report from another application**
4. Confirm the **entity ID** and the **application ID** that contains the original mill report

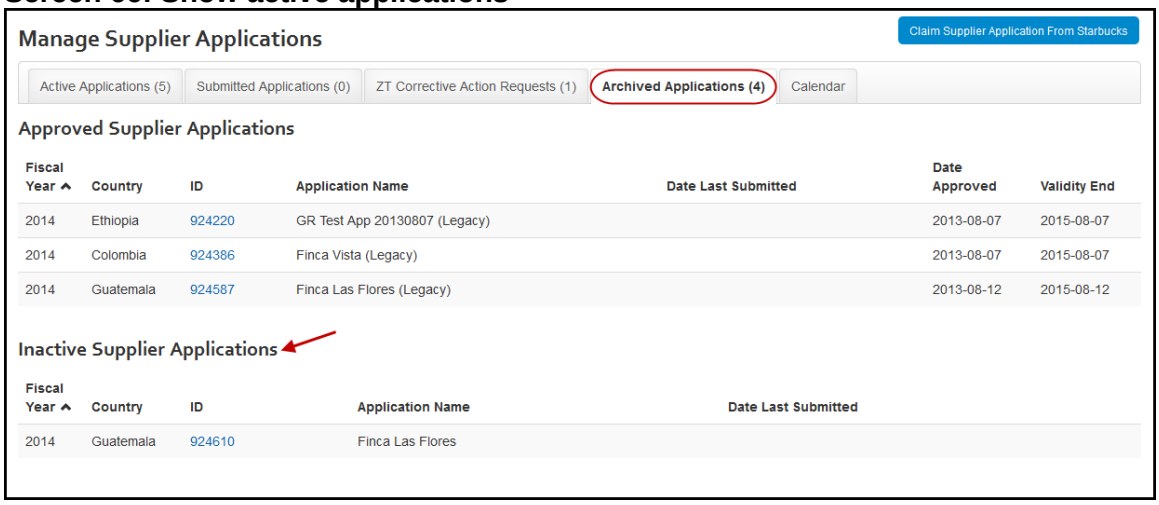
5.2.3 Un-copying mill reports

If a verifier discovers that the wrong mill report has been copied into the application, they can un-copy the mill report. To un-copy a mill report, they should click **View entities**. From the entity page, they can click **Edit details** next to the mill that they wish to un-copy. A message will appear that says "you cannot make changes to a copy report". "Do you want to un-copy?" Verifiers should click **Yes**. Then they will be able execute the mill copy permission correctly.

5.3 Inactive applications and moving reports

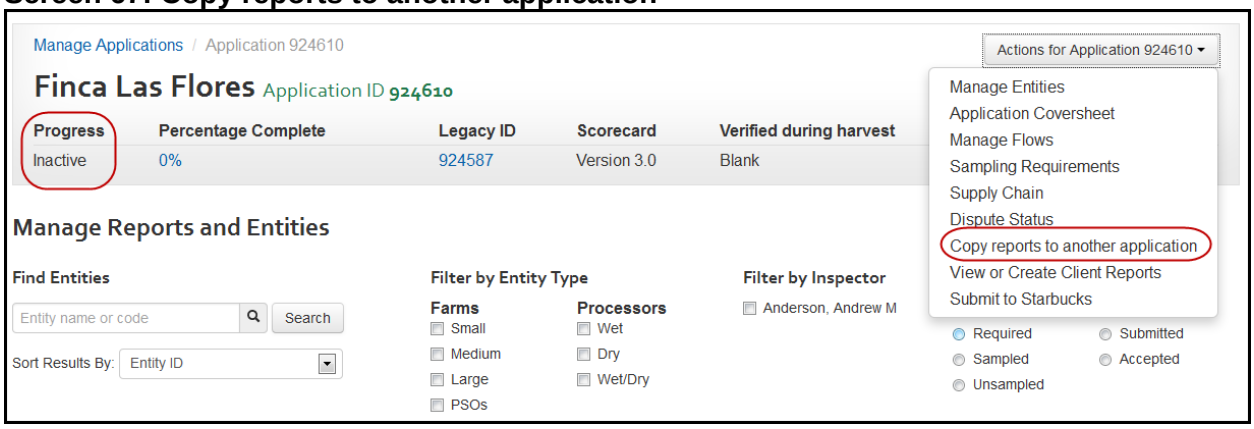
In cases where a supply chain discrepancy occurs and a new application ID is issued, the old application ID will be marked "inactive" in the VRS. Verifiers are able to move completed reports from the inactive application to the new one. To show the inactive applications, click on **Show/Hide inactive applications** (see Screen 66).

Screen 66: Show active applications



Once Starbucks and SCS have been notified of the supply chain discrepancy, and the inspectors have synchronized their reports, the application will be marked inactive and the verifier will be issued a new application ID. In the “inactive” application, the verifier will see a new **Actions** menu option to **Copy reports to another application** (see Screen 67). They should click on that to follow the steps to move any reports in progress from the inactive to the new application.

Screen 67: Copy reports to another application

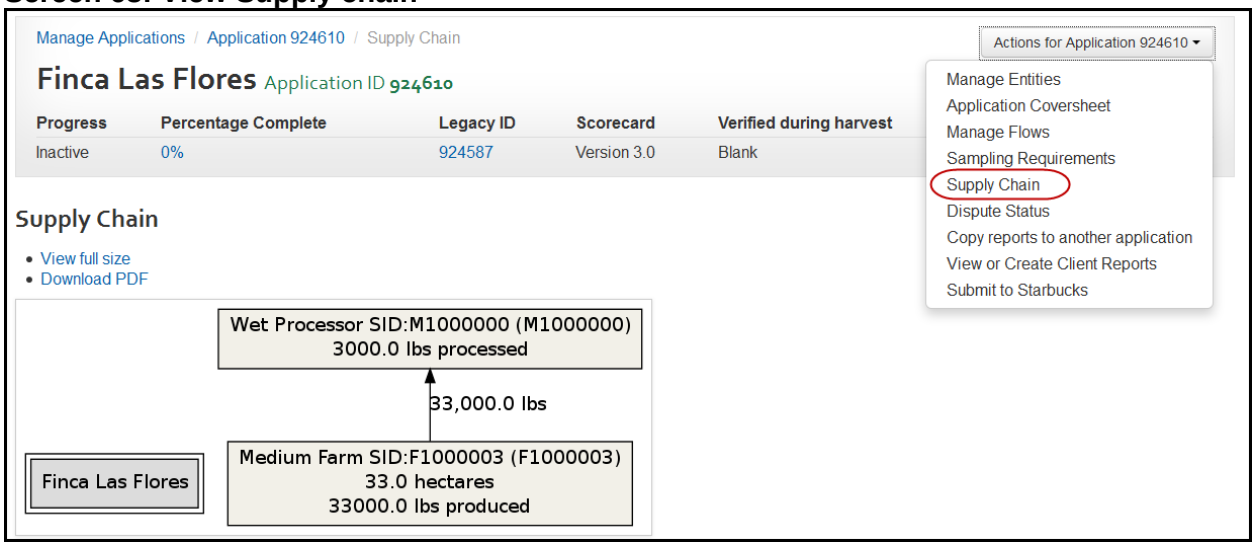


5.4 View supply chain

Once the verifier has entered and/or reviewed all flows, they will be displayed in the **View Supply chain**. This visual representation of the supply chain is an excellent tool for verifiers to make sure that all the flows have been entered correctly. Verifiers should also utilize the tool to review entity volumes and ensure realistic and accurate volumes were entered by inspectors (see Screen 68). In their review, verifiers should ensure that:

- The view supply chain includes all sampled entities
- Only sampled farms and volumes are included in the view supply chain
- The flow from the wet mill(s) to the dry mill is the same as the total volume of green coffee produced from incoming sampled farms
- The PSO is NOT included

Screen 68: View Supply chain



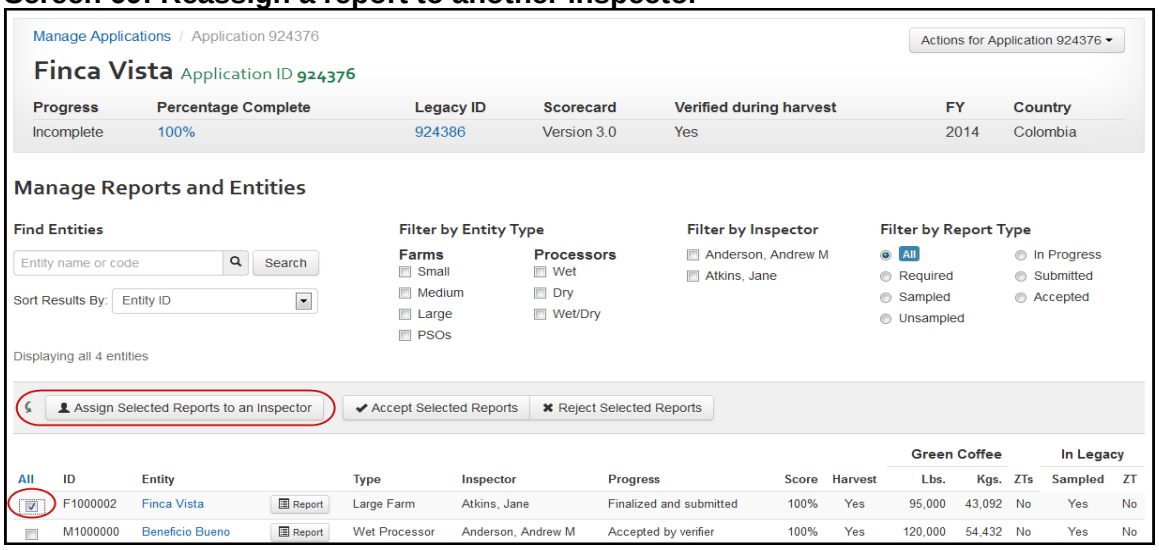
Box 23: Viewing supply chain

1. Select **View supply chain** from the **Actions** menu
2. Click **View full size**
3. Check that the arrows always move from farms to wet mills to dry mills

5.5 Reassign a report to another inspector

If the entity report cannot be completed by the inspector that started the report or if a report was started by another inspector by accident, the verifier can reassign the report to another inspector using the **Assign Report** tool.

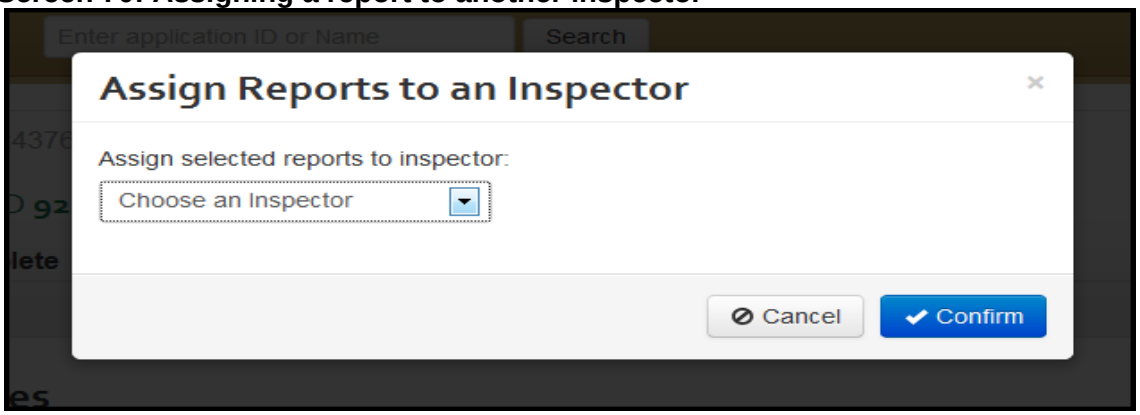
Screen 69: Reassign a report to another inspector



Box 24: Assigning a report to another inspector

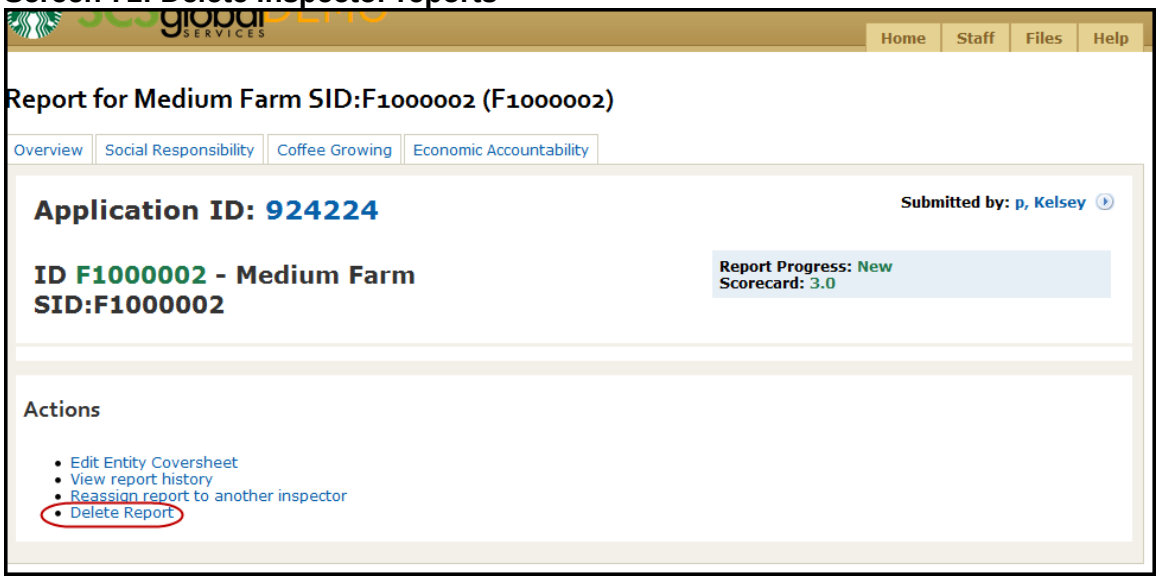
1. From the application overview, check the box next to the **entity** that you want to reassign
2. In the pop up box select the new inspector, click **Confirm.**

Screen 70: Assigning a report to another inspector



If an inspector starts a report by accident that he or she did not verify and that was also not inspected by another inspector, the verifier has the ability to delete the report that was started (see Screen 71).

Screen 71: Delete inspector reports



6.0 Submitting Reports

Verifiers can create client reports at the application level which include all entities, or at the entity level. Clients must review and approve all reports before they are submitted to Starbucks in the VRS. As the reports are often very large in size, clients have the capacity to review the reports online by clicking on a link sent to them by their contracted verifier. This eliminates the need for the verifier to generate PDFs of each report to send to their clients. If the client does not have internet access, PDF reports can be saved to disk or printed and sent to the client.

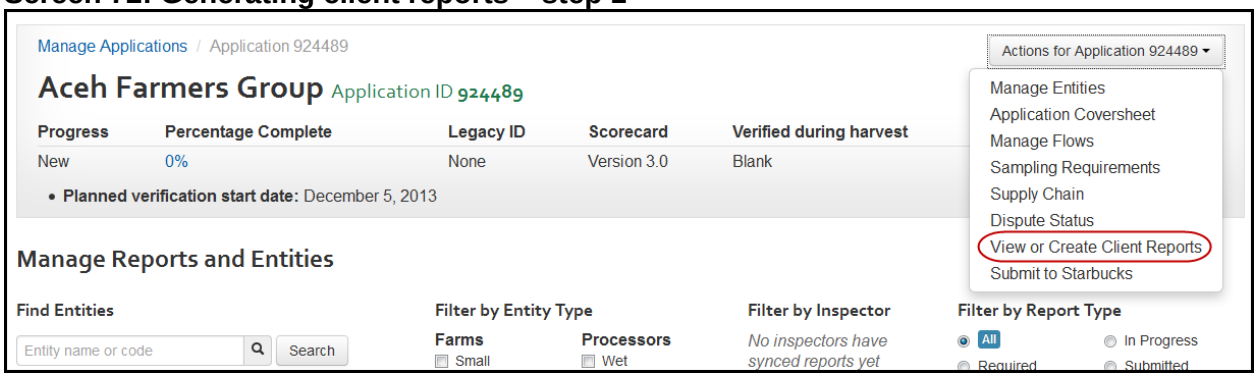
Verification reports should be completed and submitted to clients for review and approval within:

- 20 business days for applications without sampling
- 30 business days for application with sampling (complex networks)

6.1 Draft client reports and approval

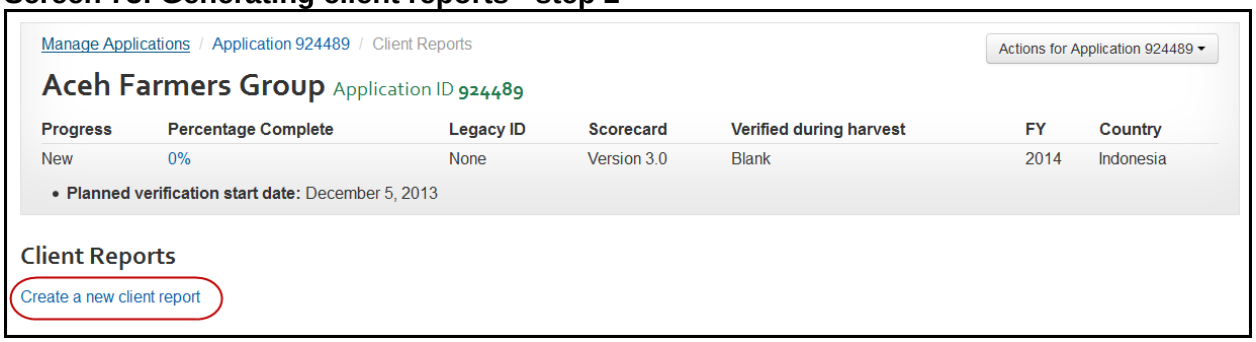
To create a report containing multiple or all entities in the application, verifiers should click **View or Create Client Reports** in the **Actions** Menu (see Screen 72).

Screen 72: Generating client reports – step 1



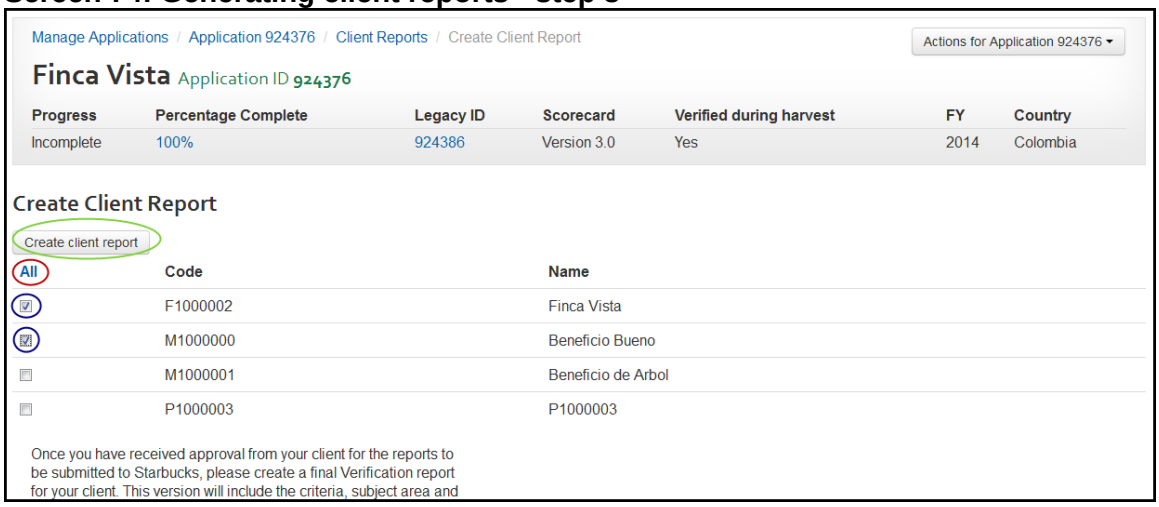
This will take the verifier to the client report screen. Verifiers then should click **Create a new client report** (see Screen 73).

Screen 73: Generating client reports - step 2



The next step is to select the entities to include in the report. Verifiers can select **All entities**, or a subset of entities, to create one report with multiple entity reports (see blue circle in Screen 74). Once the entities have been selected, verifiers should click **Create client report** (see green circle in Screen 74). **Only "finalized and submitted' or "accepted by verifier" entities can be included in client reports**.

Screen 74: Generating client reports - step 3



After the verifier has clicked **Create client report** for the desired entities, the next screen in the VRS will include a hyperlink to send to the client. The client only needs the link in order to view their reports. Verifiers should instruct the client to cut and paste the entire hyperlink into the address bar of their internet browser, rather than clicking on the hyperlink in the email to follow it so as to avoid breaking the link.

Box 25: Generating Client Reports

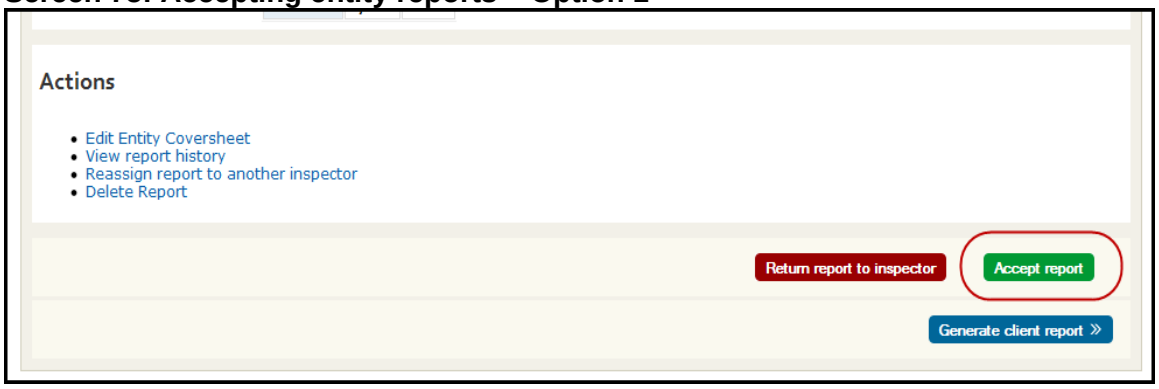
1. Click **View or Create client reports** in the **Actions** menu
2. Click **Create new client report**
3. Select the **entities** to include in the report
4. Click **Create client report**
5. Send **client hyperlink**

6.2 Accepting entity reports

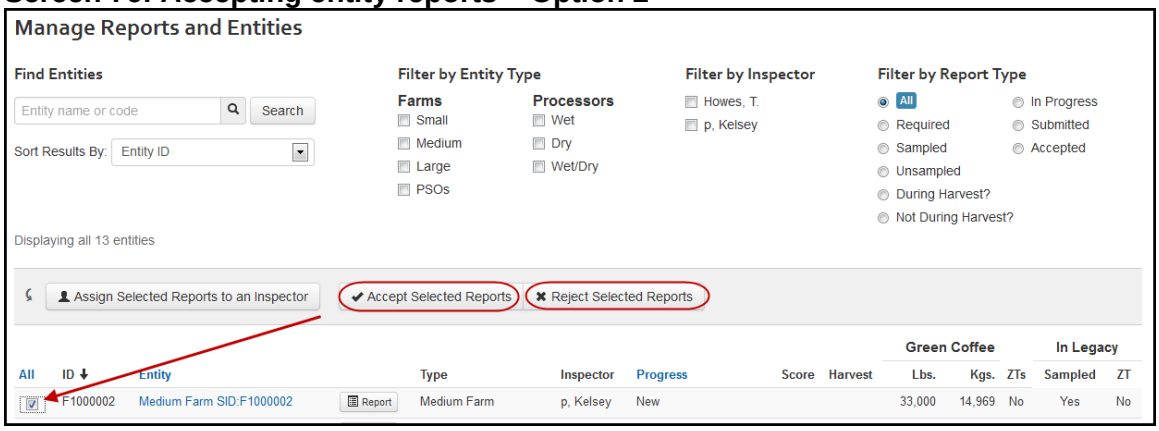
After entity reports have been approved by the client, mark each entity as “Approved by Verifier” by clicking **Accept report** on the entity overview page (see Screen 75). This option will only appear when the entity report is complete. The verifier also has the option to approve the report from the overview of the application. The verifier will see the option to **Accept Selected Reports** or **Reject Selected Reports** in the **Progress** column on the overview of the application (see Screen 76). After selecting the reports to return, verifiers should click on **Reject Selected Reports** and then click **OK**.

This tool helps to keep track of which reports have received client approval. Once the client has approved each report, no further disputes can be made, except in cases where serious errors in reports went undetected during the report review. Marking the report as approved by the verifier will lock down the report thus preventing any changes to evaluations and coversheet information.

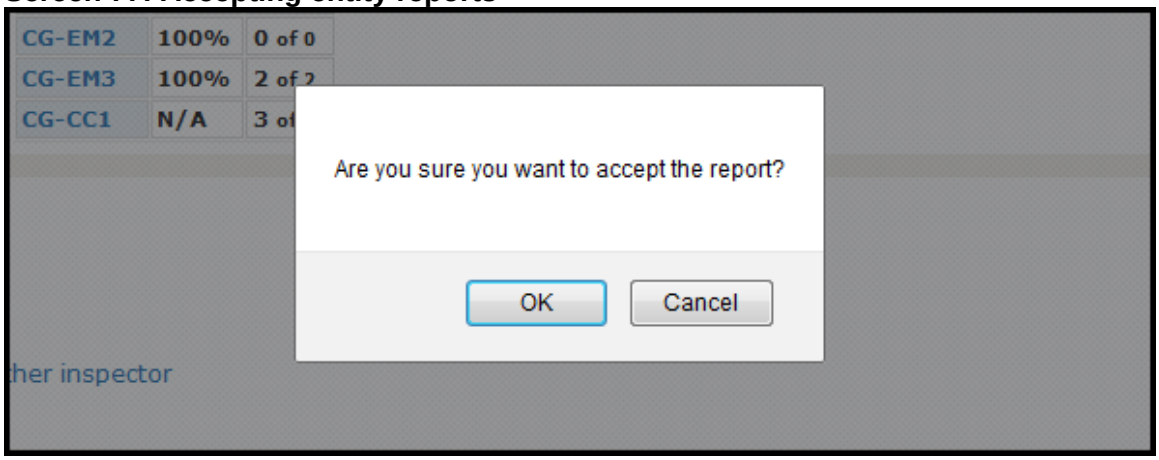
Screen 75: Accepting entity reports – Option 1



Screen 76: Accepting entity reports – Option 2



Screen 77: Accepting entity reports

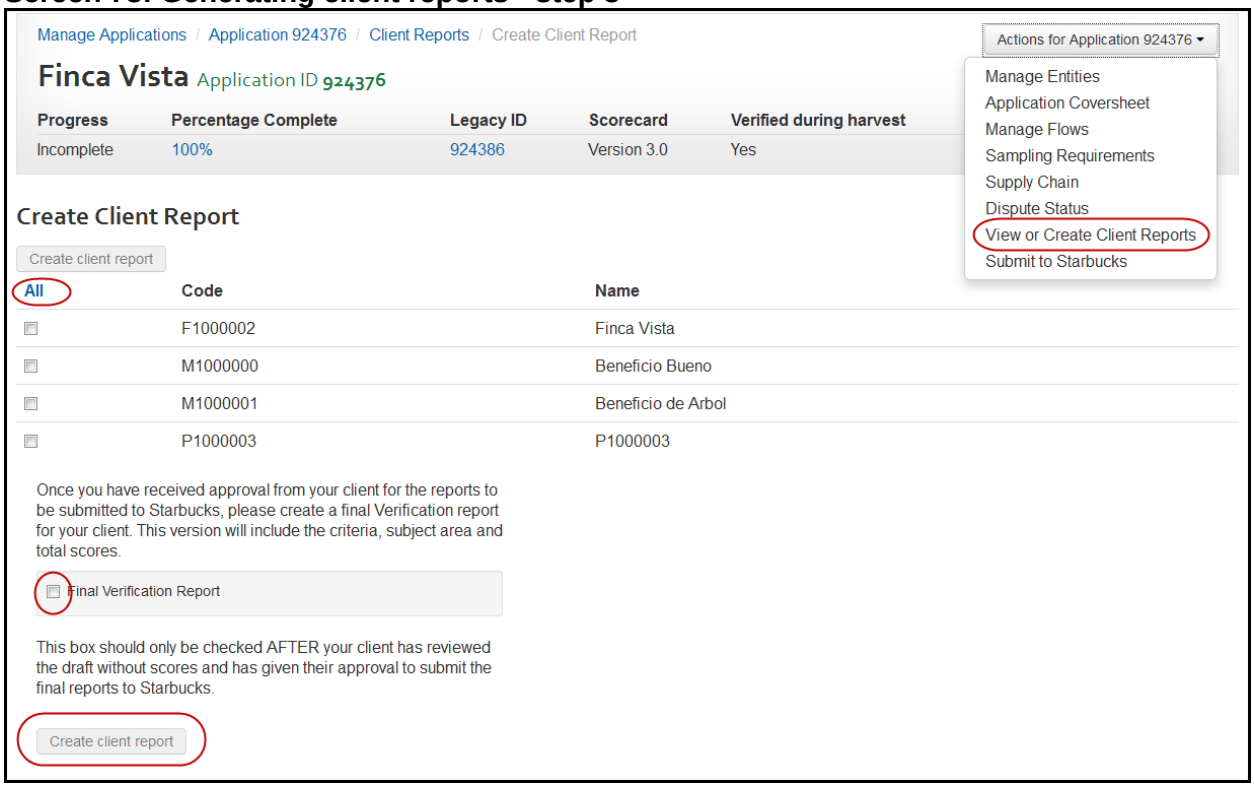


6.3 Submitting final report to the client and to Starbucks/SCS

Once all entities are marked accepted by verifier, the verifier should create a final verification report for their client and for the verification organization's records. The final report includes aggregate score information. Once the final verification report has been created and sent to the client, the final verification report is now ready to be submitted to Starbucks.

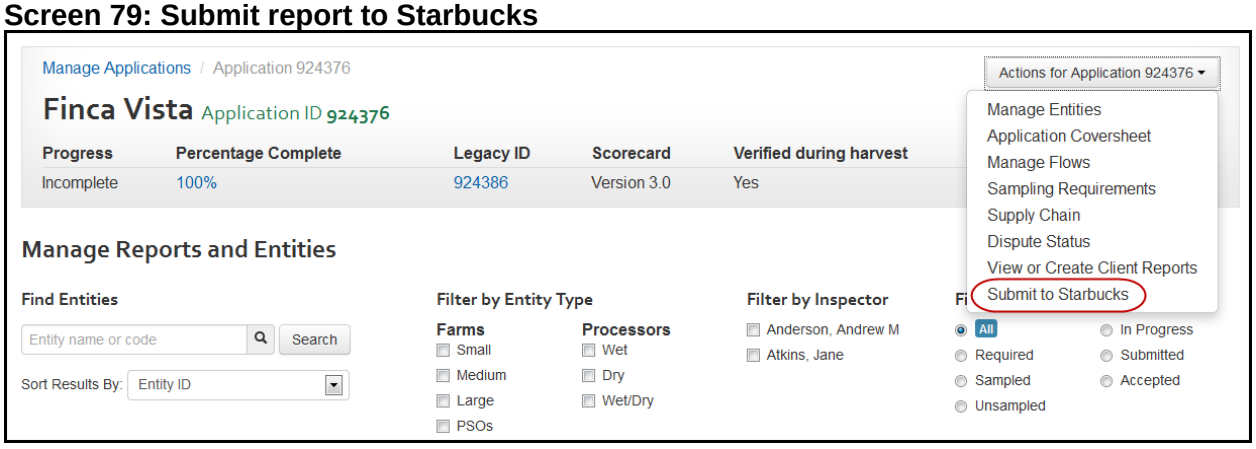
To create the final verification report, follow the process below. The verifier should select all, and click the box for Final Verification Report. If the system will not allow the final verification report box to be checked, the reasons will be listed in an error message.

Screen 78: Generating client reports - step 3



To submit the report to Starbucks in the VRS, the verifier should click **Submit to Starbucks** in the **Actions** menu (see Screen 79). This action cannot be undone.

Screen 79: Submit report to Starbucks



If any required fields have not been completed, the system will indicate which fields still need to be completed in order to submit the application. **Please read any error messages carefully to determine why the report cannot be submitted. Verifiers should contact SCS if the issue identified in the error message cannot be resolved.**

Box 26: Generating the Final Verification Report

1. Click **View or Create Client reports** in the **Action Menu**
2. Click **Create new client report**
3. Select **All**
4. Check the **Final Report** box
5. Click **Create client report**
6. Send **client hyperlink**

7.0 Reports Returned to Verifier

Upon review of submitted reports in the VRS, SCS may return the application for various reasons. The reasons will be explained in the message at the top of the application when it is accessed in the VRS.

When an application is returned, it will appear in a **Returned by Starbucks/SCS** section of the verifier main page. Verifiers will also receive an email notification that an application has been returned for revision (RTV – returned to verifier). SCS also has the ability to submit comments and questions in reference to the scoring and interpretation of specific indicators or coversheet information within entity reports, flows, or information at the level of the overall application. Entity reports which have comments attached to them are identified by "rejected by manager" report status in the overview that lists the entities in the supply chain. Verifiers should review these specific entity reports with their inspectors and make any necessary revisions or clarifications before resubmitting the application to Starbucks. Only entity reports with "rejected by manager" status can be edited. To make changes to an evaluation, the verifier must first return the report to the inspector in order for the inspector to make any changes.

The process for reviewing reports returned by SCS is the same as reviewing inspector's reports. Verifiers should follow the steps outlined in this document to make the necessary corrections to the report. Verifiers should try to re-submit the report within five business days from the date that SCS returned it. Clients must always be notified of changes made to final reports as a result of an RTV and be sent an updated report.

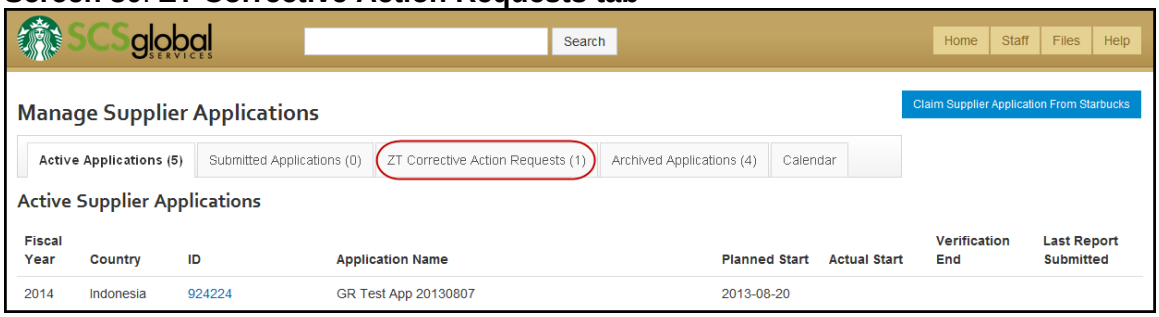
8.0 Zero Tolerance Corrective Action Request (ZT-CAR)

For applications that have received a Zero Tolerance Corrective Action Request (ZT-CAR) suppliers will have the opportunity to respond with a corrective action plan within 30 days of receipt of the ZT-CAR. Once the corrective action plan is approved by Starbucks, verifiers will have access to the ZT-CAR and corrective action plan in the VRS.

8.1 Verifier access to ZT-CAR applications in the VRS

Applications with zero tolerance non-compliance that have agreed to enter into the CAR process will appear on the **ZT Corrective Action Requests** tab on the verifier home screen only after the client has submitted the necessary commitment letter and supporting documentation to Starbucks.

Screen 80: **ZT Corrective Action Requests tab**

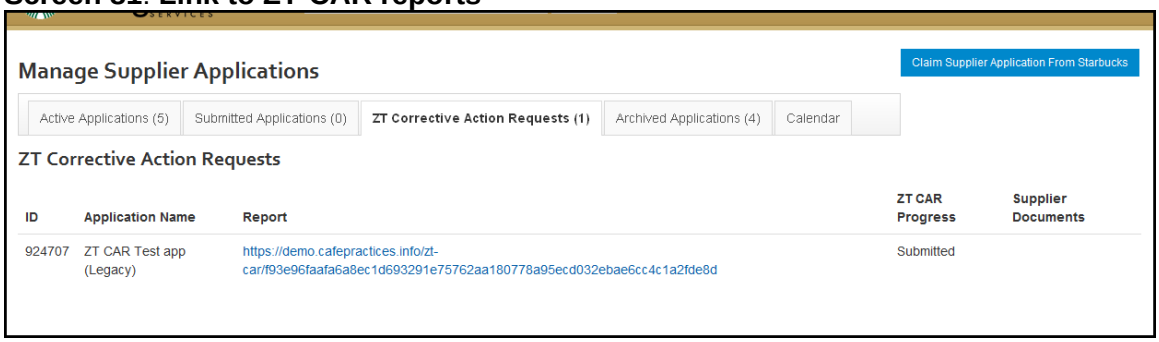


Verifiers should work with the client to determine the best time to schedule a desk or field verification in order to confirm correction of the zero tolerance non-compliance as well as implementation of the corrective action plan. Depending on the type of supply chain that received the ZT-CAR, the corrective action plan may require training by the PSO to the farmers in the application on the specific zero tolerance issue in addition to correction of the issue at the entity-level. Starbucks asks suppliers to complete the zero tolerance check within 3 months of submitting the commitment letter and CAR to Starbucks.

8.2 Completing reports for ZT-CAR verifications

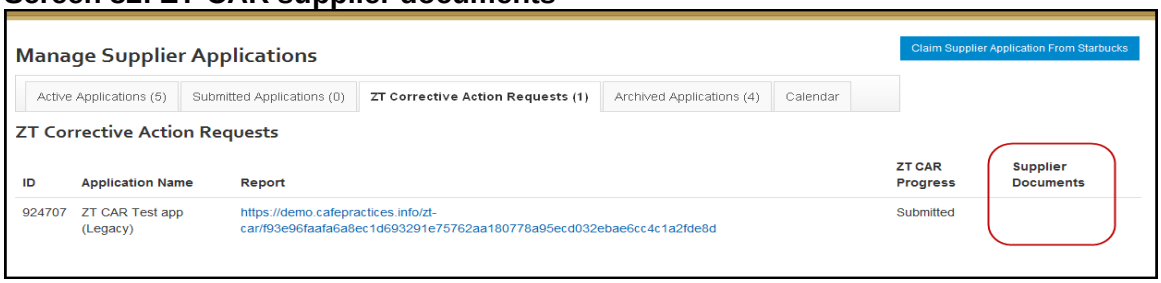
The CAR reporting template for verifiers and inspectors to use in order to report the findings of the desk or field verification is a HTML link that will appear in the **Report** section of the **ZT Corrective Action Requests** tab under **Manage Supplier Applications** in the verifier interface of the VRS. The HTML link is unique for the specific application ID and will include the evidence that was submitted in the original verification report. Verifiers should send this link to the inspector responsible for the ZT desk or field verification prior to the start of the ZT verification.

Screen 81: **Link to ZT-CAR reports**



Starbucks will upload the supplier commitment letter and supporting documentation to make them available to the verification organization. These documents will be available to the verifier in the **Supplier Documents** column (see Screen 82).

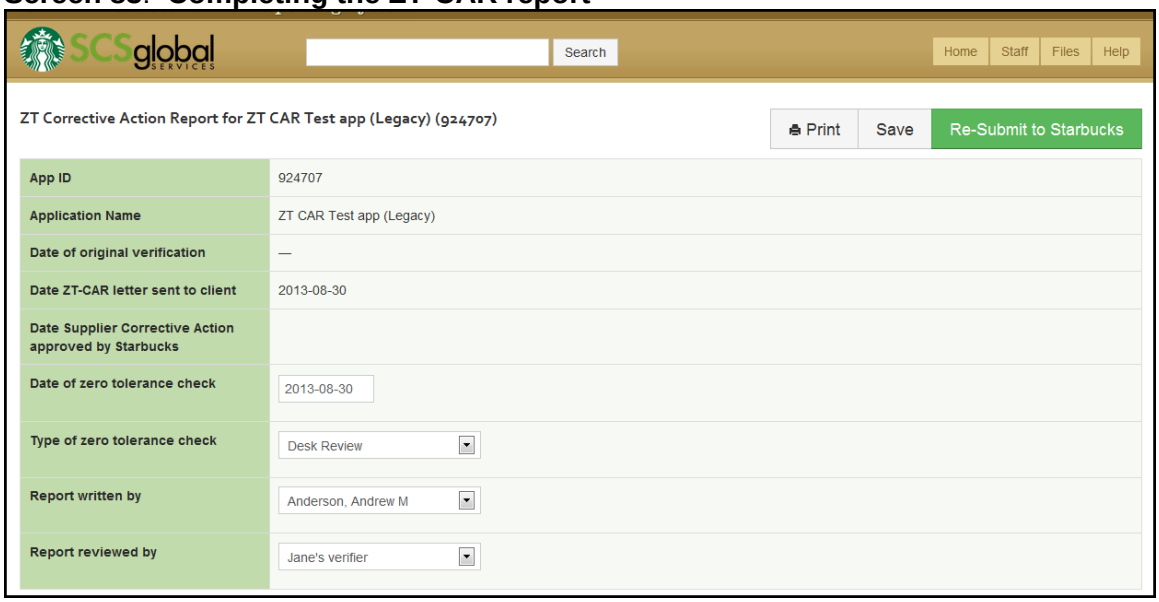
Screen 82: ZT-CAR supplier documents



In the first section of the Zero Tolerance report template, verifiers should complete the following information:

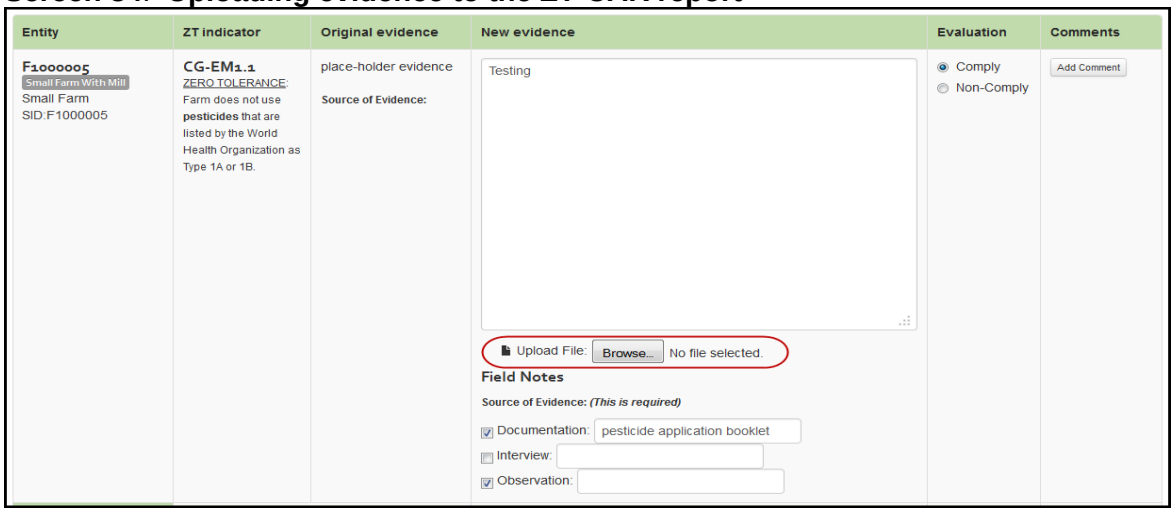
- Select the type of Zero Tolerance verification performed: **Desk** or **Field**
- Select the inspector name from the list of active inspectors of the person who performed the field or desk audit and who is responsible for writing the report
- Select the verifier name from the list of active verifiers for the person responsible for reviewing the report

Screen 83: Completing the ZT-CAR report



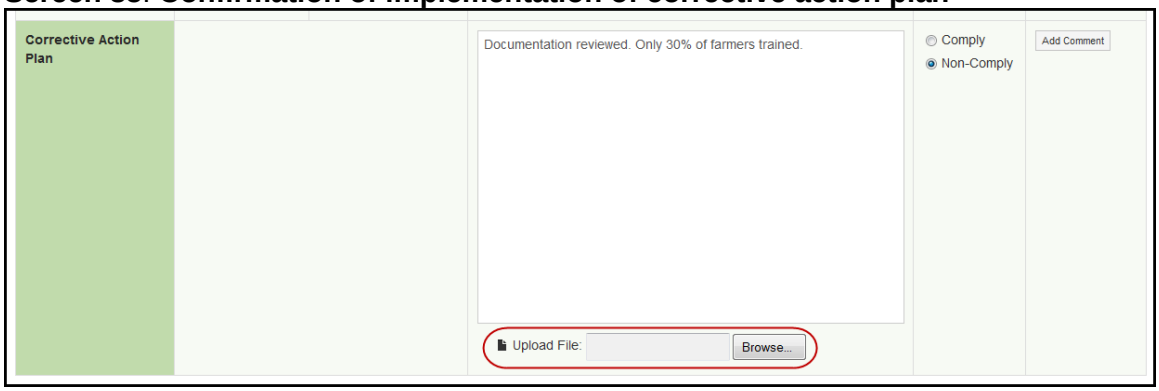
The second section is for reporting on the entities with non-compliance with zero tolerance indicators. The inspector responsible for completing the ZT-CAR verification should enter the evidence and corresponding evaluation: Comply or Non-comply. The zero tolerance report template also has the option to upload evidence files to support the evaluation. Examples of evidence that can be uploaded include photos, payroll records, training agendas and sign-in sheets. **For any worker interviews, names of individuals should not be included in this report.** The entire report, except for the Comments section will be visible to the supplier.

Screen 84: Uploading evidence to the ZT-CAR report



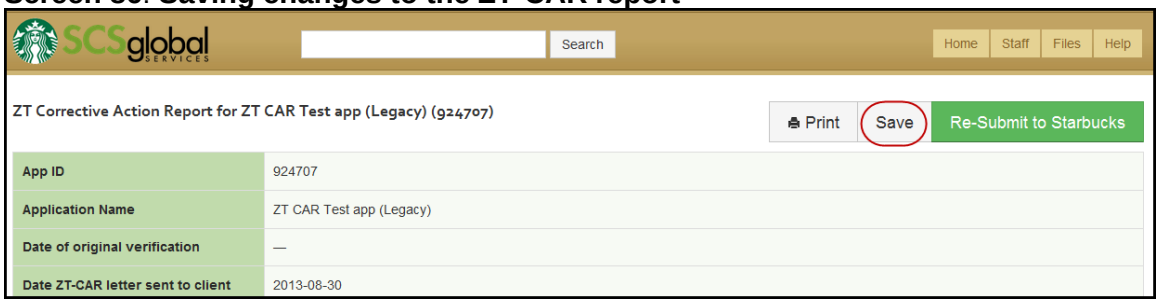
The final section of the ZT-CAR report provides space for the inspector to enter evidence to support the evaluation for whether or not the corrective action plan as submitted by the applicant/supplier has been implemented according to the plan.

Screen 85: **Confirmation of implementation of corrective action plan**



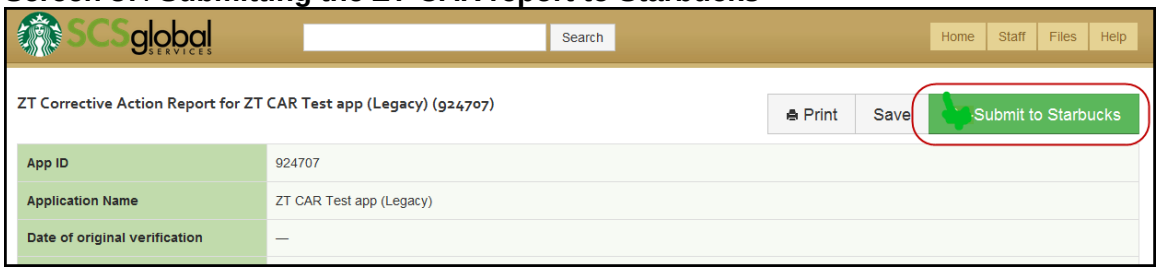
To save any report writing, the inspector must click on **Save** at the end of each session.

Screen 86: **Saving changes to the ZT-CAR report**



Once the report is complete and has been reviewed by the verifier, the verifier should submit the report to Starbucks using the green **Submit to Starbucks** button.

Screen 87: **Submitting the ZT-CAR report to Starbucks**



9.0 Tips and Tricks

The following is a list of shortcuts and tricks that will improve the usability of the VRS:

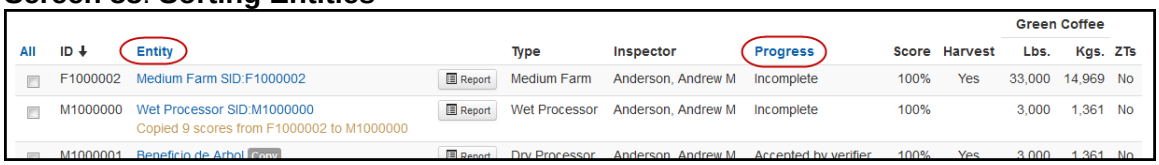
9.1 Navigating coversheet fields

Using the keyboard “Tab” key is the fastest way to move to the next field (instead of using a mouse & click approach).

9.2 Sorting entities

Verifiers can easily sort entities by name, score, progress, inspector, or ZT by clicking on the **column title** in blue (see Screen 80).

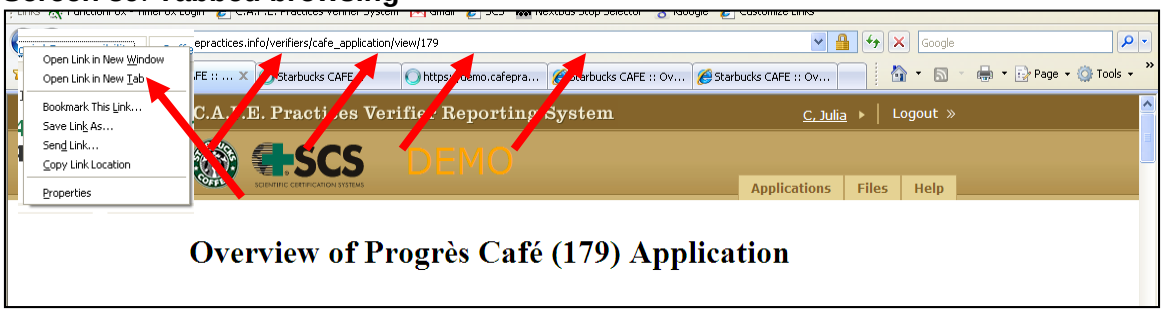
Screen 88: Sorting Entities



9.3 Reviewing multiple entities – Verifiers

Verifiers can select to open multiple entities at once by right clicking on the name of the entity to review, and selecting to open the link in a new tab, or window. This allows verifiers to open multiple reports at once to cross reference information, review evaluations and finalize reports (see Screen 81).

Screen 89: Tabbed browsing



9.4 Automatic Not Applicable evaluations

In order to increase efficiency in reporting, certain indicators will be automatically evaluated as Not Applicable (NA) in the VRS when the inspector completes the coversheet information.

Workers: All indicators except 5, SR-WC2.1, SR-WC2.4, SR-WC4.2, SR-WC4.8, SR-WC4.9 and SR-WC4.10 will be completed with NA evaluations when the inspector enters "0" workers for each worker type on the entity coversheet.

Water bodies: If "0" is entered in the number of water bodies field, all indicators in CG-WR1 'Water body protection' are automatically evaluated as NA.

9.5 Indicator grouping

Certain indicators are grouped in the VRS to increase the efficiency of reporting. Inspectors will evaluate each indicator individually, but will only enter evidence once. Inspectors should ensure that the qualitative evidence supports the evaluation of all indicators in the group.

9.6 Technical assistance

If verifiers or inspectors encounter technical difficulties while working in the VRS, the verifier should contact SCS. The email should include the following information:

- name of inspector(s) affected

- name and ID of supply chain
- name of entity(ies) affected
- a detailed description of what occurred leading up to the system error
- screen shots of the error message, including the address bar with the URL where the error message occurred
- any other relevant information.

Verifiers should provide as much information to SCS as they can so that system administrators can resolve the issues as efficiently as possible.

When contacting SCS for technical assistance, verifiers may be asked to capture a screen shot of the VRS system. Screen shots allow SCS to determine the source of the technical difficulties encountered by the verifiers and inspectors by "seeing" the same screen that they do.

Box 27: Capturing a screen shot

1. Open the screen to be captured (in most cases this will be the VRS user interface)
2. Press and hold the "Alt" key and the "Print Screen (PrtScn)" key at the same time
3. Press "Control (Ctrl)" + "V" in order to paste the screen into a Microsoft Word document or e-mail window

Oftentimes, SCS will collaborate with Starbucks in order to resolve technical problems. In this case, when inspectors are encountering problems synchronizing, it may be necessary for inspectors to export their files for review by the technical team. Inspectors should ONLY follow the steps below when instructed to do so by SCS.

Box 28: Exporting Files to the technical team through the VRS

1. Click on the **Reports** tab
2. Click on **Export Reports** link under the list of entity reports.
3. When prompted, click on **Save** in order to save the binary file that is created to the desktop.
4. Email the file to SCS.

Once files are sent to the technical team, inspectors should await a response from SCS before proceeding to synchronize.

9.7 Actions requiring assistance from system administrators

Verifiers must contact SCS/Starbucks to perform certain actions in the VRS.

The following actions require assistance from the system administrators:

- Mark an application as inactive